

4.4.2 Error code and message

Messages appear on the Smart Panel program window or on the control panel display to indicate machine status or errors. Refer to the tables below to understand the messages meaning to correct the problem, if necessary.

TECH-MODE (Diagnostics) : Press 1/2/3 Keys in the same time & Login Password is "1934"

Error Code	Error Message	Troubleshooting Page
01-000	Door is open. Close it	4-72
01-001	Tray 2 door is open. Close it Tray 2(HCF) door is open. Close it	4-73
01-002	Tray 3 door is open. Close it	4-74
01-004	Paper jam in MP tray	4-75
01-005	Paper jam in tray 1	4-77
01-006	Paper jam in tray 2 Paper jam in tray 2(HCF)	4-79
01-007	Paper jam in tray 3	4-81
01-009	Paper jam inside of machine	4-83
01-010	Paper jam in exit area	4-85
01-011	Paper jam in tray 2 Paper jam in tray 2(HCF)	4-79
01-012	Paper jam in tray 3	4-81
01-014	Paper jam at the bottom of duplex path	4-86
01-015	Paper jam at the top of duplex path	4-87
01-016	Paper jam inside of duplex path	4-86
01-017	Too much paper in output bin tray. Remove printed paper	4-88
01-018	Paper jam in tray 2 Paper jam in tray 2(HCF)	4-79
01-019	Paper jam in tray 3	4-81
02-000	System error: #02-000. Please turn off then on	4-89
02-001	System error: #02-001. Please turn off then on	4-90
02-002	System error: #02-002. Please turn off then on	4-91
03-000	Motor does not operate: #03-000. Please turn off then on	4-92
03-006	Motor does not operate: #03-006. Please turn off then on	4-94
03-007	Motor does not operate: #03-007. Please turn off then on	4-95
03-008	Motor does not operate: #03-008. Please turn off then on	4-96

Error Code	Error Message	Troubleshooting Page
03-009	Motor does not operate: #03-009. Please turn off then on	4-97
03-010	Motor does not operate: #03-010. Please turn off then on	4-98
03-011	Motor does not operate: #03-011. Please turn off then on	4-99
03-014	Motor does not operate: #03-014. Please turn off then on	4-101
04-000	LSU error: #04-000. Please turn off then on	4-102
04-001	LSU error: #04-001. Please turn off then on	4-103
04-003	LSU error: #04-003. Please turn off then on	4-102
04-004	LSU error: #04-004. Please turn off then on	4-104
04-007	LSU error: #04-007. Please turn off then on	4-104
04-010	LSU error: #04-010. Please turn off then on	4-103
04-012	LSU error: #04-012. Please turn off then on	4-105
06-002	Black toner cartridge is not installed. Install it	4-106
06-003	Black toner cartridge is not compatible. Check user's guide	4-106
06-004	Did not supply enough black toner. Please open/close door	4-107
06-012	Imaging unit is not installed. Install it	4-108
06-013	Imaging unit error: #06-013. Please open/close door	4-110
06-014	Imaging unit error: #06-014. Please open/close door	4-110
06-015	Imaging unit error: #06-015. Please open/close door	4-110
06-016	Imaging unit error: #06-016. Please open/close door	4-110
06-017	Black imaging unit is not compatible. Check user's guide	4-109
06-023	Black toner cartridge is not compatible. check user's guide	4-106
06-024	Black imaging unit is not compatible. Check user's guide	4-109
07-000	Paper jam in front of finisher	4-112
07-001	Paper jam inside of finisher	4-113
07-002	Paper jam at exit of finisher	4-115
07-003	Paper jam inside finisher's duplex	4-116
07-004	Too much paper in finisher stacker. Remove printed paper	4-116
07-005	Staple cartridge is not installed. Install it in finisher	4-117
07-006	Finisher door is open. Close it	4-118
07-007	Finisher error: #07-007. Please turn off then on	4-119
07-008	Finisher error: #07-008. Please turn off then on	4-120
07-009	Finisher error: #07-009. Please turn off then on	4-121

Error Code	Error Message	Troubleshooting Page
07-010	Finisher error: #07-010. Please turn off then on	4-122
07-011	Finisher error: #07-011. Please turn off then on	4-123
07-012	Finisher error: #07-012. Please turn off then on	4-124
07-013	Finisher error: #07-013. Please turn off then on	4-125
07-014	Finisher error: #07-014. Please turn off then on	4-126
07-015	Staple cartridge is empty. Replace it	4-117
08-000	Original paper jam in front of scanner	4-128
08-001	Original paper does not feed in scanner	4-128
08-002	Original paper jam inside of scanner	4-129
08-003	Original paper jam while reversing paper in scanner	4-130
08-004	Original paper jam in front of scanner duplex path	4-132
08-006	Original paper jam inside of scanner	4-132
08-007	Original paper is too long for scanner. Check size	4-133
08-008	Top door of scanner is open	4-132
08-010	Original paper jam inside of scanner duplex path	4-130
10-001	Memory failure: #10-001. Please turn off then on	4-134
10-002	Fax unit error: #10-002. Please turn off then on	4-135
10-003	Hard disk drive error : #10-003. Please turn off then on	4-136
10-004	System error: #10-004. Please turn off then on	4-137
10-006	Communication problem occurred with scanner unit	4-138
10-008	Communication problem occurred with tray 2(HCF)	4-138
10-009	Communication problem occurred with tray 3	4-138
11-003	Scanner locking switch is locked or another problem occurred	4-140
12-000	Load tray 1 with [Letter], [Plain] paper	4-141
12-001	Load tray 2 with [Letter], [Plain] paper Load HCF with [Letter], [Plain] paper	4-141
12-002	Load tray 3 with [Letter], [Plain] paper	4-142
13-000	This IP address conflicts with that of other system. Check it	4-143
13-003	BOOTP error. Switching to Auto IP	4-144
13-004	BOOTP error. Reconfigure DHCP or static IP	4-144
13-005	DHCP error. Switching to Auto IP	4-144
13-006	DHCP error. Reconfigure BOOTP or static IP	4-144
13-007	802.1x authentication failed. Please Contact the System Administrator.	4-145

Error Code	Error Message	Troubleshooting Page
18-000	Too many faxes are received. Print or remove received fax.	4-146
18-001	Fax Memory is almost full. Print or remove received fax Job	4-146
18-002	Too many faxes are queued to be sent. Wait or remove queued job.	4-146
21-003	Tray 1 cassette is pulled out. Insert it properly	4-147
21-004	Paper is low in tray 1. Load paper	4-148
21-006	Elevating unit in tray 1 has problem. Pull tray 1 out and insert it	4-149
21-010	Paper is empty in MP tray. Load paper	4-150
21-016	Tray 2 is not installed	4-151
21-018	Paper is empty in tray 2 (or HCF). Load paper	4-152
21-019	Tray 2 (or HCF) cassette is pulled out. Insert it properly	4-153
21-020	Paper is low in tray 2 (or HCF). Load paper	4-154
21-022	Elevating unit in tray 2 (or HCF) has problem. Pull tray 2(or HCF) out and insert it	4-149
21-024	Tray 3 is not installed	4-151
21-026	Paper is empty in tray 3. Load paper	4-152
21-027	Tray 3 cassette is pulled out. Insert it properly	4-153
21-028	Paper is low in tray 3. Load paper	4-154
21-030	Elevating unit in tray 3 has problem. Pull tray 3 out and insert it	4-149
25-002	Cyan toner cartridge is not installed. Install it.	4-106
25-003	Cyan toner cartridge is not compatible. Check user's guide	4-106
25-004	Did not supply enough cyan toner, Please open/close door	4-107
25-012	Cyan imaging unit is not installed. Install it.	4-109
25-013	Imaging unit error: #25-013. Please open/close door	4-110
25-014	Imaging unit error: #25-014. Please open/close door	4-110
25-015	Imaging unit error: #25-015. Please open/close door	4-110
25-016	Imaging unit error: #25-016. Please open/close door	4-110
25-017	Cyan imaging unit is not compatible. Check user's guide	4-109
25-023	Cyan toner cartridge is not compatible. Check user's guide	4-106
25-024	Cyan imaging unit is not compatible. Check user's guide	4-109
26-002	Magenta toner cartridge is not installed. Install it	4-106
26-003	Magenta toner cartridge is not compatible. Check user's guide	4-106
26-004	Did not supply enough magenta toner. Please open/close door	4-107
26-012	Magenta imaging unit is not installed. Install it	4-109

Error Code	Error Message	Troubleshooting Page
26-013	Imaging unit error: #26-013. Please open/close door	4-110
26-014	Imaging unit error: #26-014. Please open/close door	4-110
26-015	Imaging unit error: #26-015. Please open/close door	4-110
26-016	Imaging unit error: #26-016. Please open/close door	4-110
26-017	Magenta imaging unit is not compatible, Check user's guide.	4-109
26-023	Magenta toner cartridge is not compatible. Check user's guide	4-106
26-024	Magenta imaging unit is not compatible. Check user's guide	4-109
27-002	Yellow toner cartridge is not installed. Install it	4-106
27-003	Yellow toner cartridge is not compatible. Check user's guide	4-106
27-004	Did not supply enough yellow toner. Please open/close door	4-107
27-012	Yellow imaging unit is not installed. Install it	4-109
27-013	Imaging unit error: #27-013. Please open/close door	4-110
27-014	Imaging unit error: #27-014. Please open/close door	4-110
27-015	Imaging unit error: #27-015. Please open/close door	4-110
27-016	Imaging unit error: #27-016. Please open/close door	4-110
27-017	Yellow imaging unit is not compatible. Check user's guide	4-109
27-023	Yellow toner cartridge is not compatible. Check user's guide	4-106
27-024	Yellow imaging unit is not compatible. Check user's guide	4-109
28-001	Transfer belt is not installed. Install it	4-155
28-002	Transfer belt is not compatible for this machine. Check user's guide	4-155
28-003	Transfer belt is not compatible for this machine. Check user's guide	4-155
29-000	Density calibration for yellow color is failed. Check its imaging unit	4-156
29-001	Density calibration for magenta color is failed. Check its imaging unit	4-156
29-002	Density calibration for cyan color is failed. Check its imaging unit	4-156
29-003	Density calibration for black color is failed. Check imaging unit	4-156
29-004	Sensor failure: #29-004. Call for service	4-158
29-005	Sensor failure: #29-005. Call for service	4-158
29-006	Sensor failure: #29-006. Call for service	4-158
29-007	Sensor failure: #29-007. Call for service	4-158
29-008	Machine cannot read the resistance of yellow imaging unit	4-159
29-009	Machine cannot read the resistance of magenta imaging unit	4-159
29-010	Machine cannot read the resistance of cyan imaging unit	4-159

Error Code	Error Message	Troubleshooting Page
29-011	Machine cannot read the resistance of black imaging unit	4-159
53-000	Finisher door is open. Close it	4-160
53-001	Finisher jam door is open. Close it	4-161
53-002	Mailbox door is open. Close it	4-162
53-003	Paper jam in front of finisher	4-112
53-004	Paper jam inside finisher	4-113
53-005	Paper jam at exit of finisher	4-115
53-006	Paper jam inside finisher's duplexer	4-116
53-007	Paper jam inside mailbox	4-163
53-008	Paper jam at exit of mailbox	4-164
53-009	Too much paper in stacker(1~6). Remove printed paper	4-165
53-010	Finisher error: #53-010. Please turn off then on	4-166
53-011	Finisher error: #53-011. Please turn off then on	4-166

4.4.3 Troubleshooting for error code

● Code : 01-000	● Error message : Door is open. Close it
● Symptom : Side Cover is Opened.	
● Possible Cause: <ol style="list-style-type: none"> 1. Harness is defective, Connector is not connected properly. 2. Sensor is defective. 	
● Troubleshooting method : <ol style="list-style-type: none"> 1. Check if the Harness is defective. Check if the connector is connected properly. <div data-bbox="207 781 831 1176" data-label="Image"> </div> <ol style="list-style-type: none"> 2. Push the Side Cover Sensor switch from 1 to 2. Check if the UI message is changed. When pushing the switch, you have to push both of them at once. <div data-bbox="207 1296 919 1794" data-label="Image"> </div> <ol style="list-style-type: none"> 3. Enter the EDC mode. Follow the below sequence. (EDC Mode → Test Routines → Copier Engine/DADF Test Routine → 101-170 → Start → Status check → Stop) 	

● **Code : 01-001**

● **Error message : Tray 2(HCF) door is open. Close it**

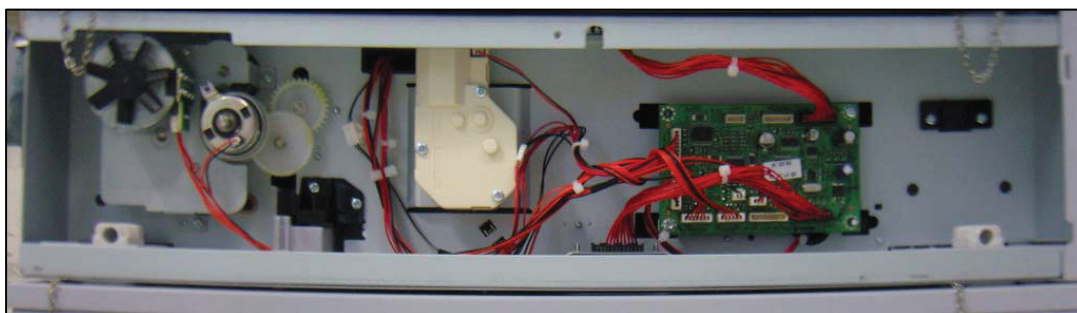
● **Symptom : Tray2 or HCF door is opened.**

● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. Sensor is defective.

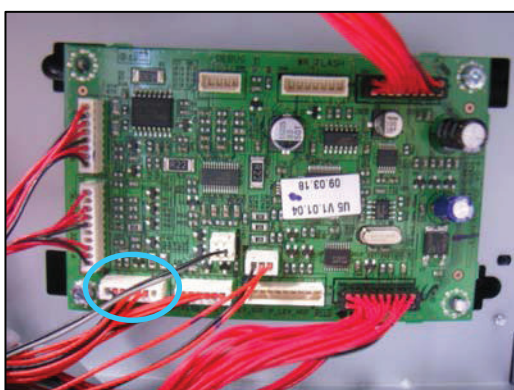
● **Troubleshooting method :**

1. Remove the HCF or Tray2 Cover.

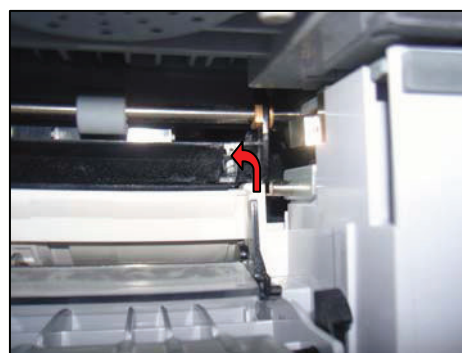
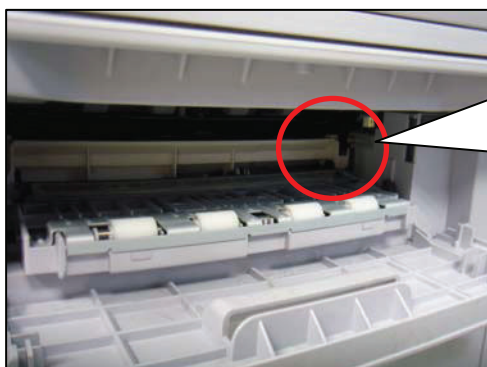


2. Check if the Harness is defective.

Check if the connector is connected properly.



3. Check if the UI message on panel is changed.



● **Code : 01-002** ● **Error message** : Tray 3 door is open. Close it

● **Symptom** : Tray3 door is opened.

● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. Sensor is defective.

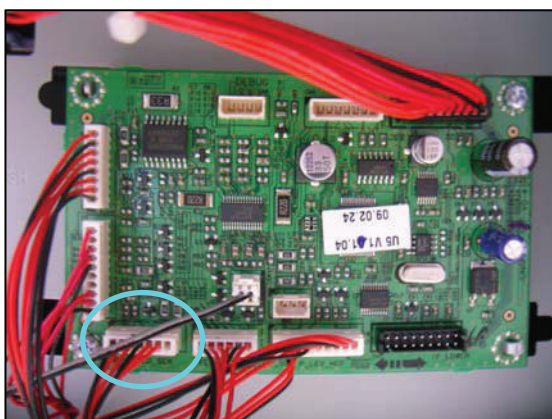
● **Troubleshooting method :**

1. Remove the Tray3 Cover.

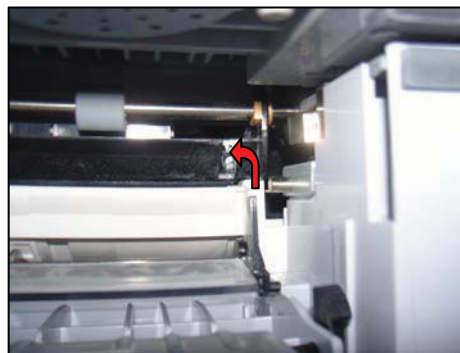
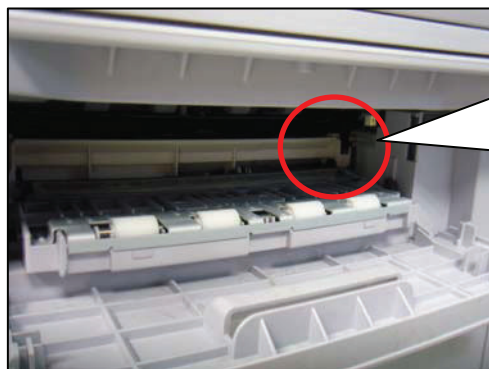


2. Check if the Harness is defective.

Check if the connector is connected properly.



3. Check if the UI message on panel is changed.



● **Code : 01-004**

● **Error message : Paper jam in MP tray**

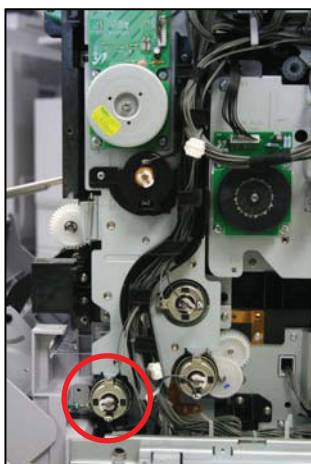
● **Symptom :**

At printing, the paper from the MP tray has not reached to the feed sensor within a programmed period of time after pick up.

● **Possible Cause:**

1. Pickup Clutch does not work.
2. Pickup roller rubber is worn out.
3. Feed Sensor is defective.

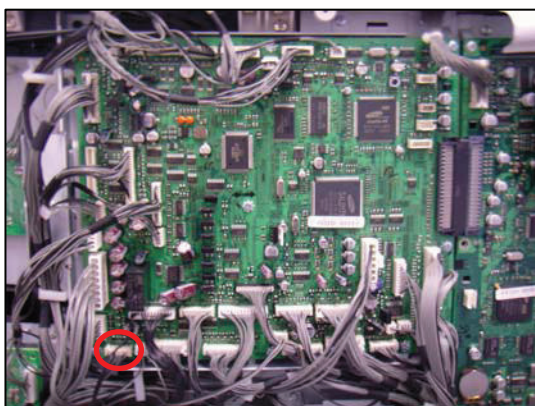
● **Troubleshooting method :**



1. Enter the EDC mode, and execute the pick up clutch test (EDC mode : **101-0000**)

If there is any problem, check the following.

- Check if the MP Pick-Up Clutch is assembled properly.
- Check if the harness of the MP Pick-Up Clutch is connected properly.



2. Check if the Harness is defective.
Check if the connector is connected properly.

To be continued on next page...

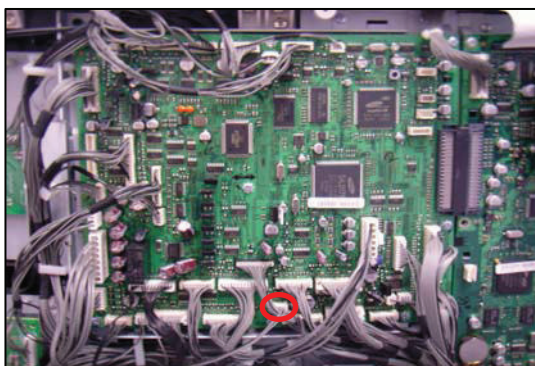
● Troubleshooting method :

3. Check if the MP pick up roller is worn out.



4. Check the following.

- Check if the Feed Sensor is assembled properly.
- Check if the harness of the Feed Sensor is connected properly.
- Enter the EDC mode. Execute the Feed Sensor test.
(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-290** → Start → Status check → Stop)



5. Check if the Harness is defective.

Check if the connector is connected properly.

● **Code : 01-005**

● **Error message : Paper jam in tray 1**

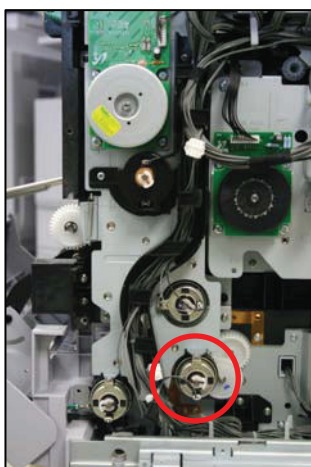
● **Symptom :**

At printing, the paper from the tray1 has not reached a feed sensor within a programmed period of time after pick up.

● **Possible Cause:**

1. Pickup Clutch does not work.
2. Pickup roller rubber is worn out.
3. Feed Sensor is defective.

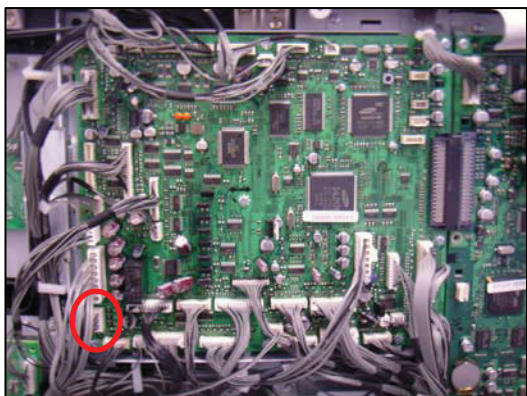
● **Troubleshooting method :**



1. Check the following.

- Check if the Tray1 Pick-Up Clutch is assembled properly.
- Check if the harness of the Tray1 Pick-Up Clutch is connected properly.
- Enter the EDC mode. Execute the Tray1 Pick-Up Clutch test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **101-010** → Start → Operation Check (from sound) → Stop)

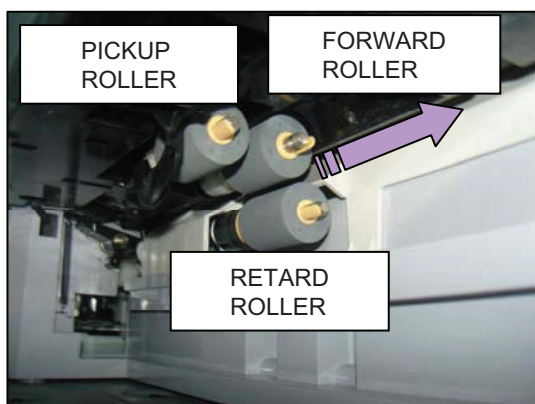


2. Check if the Harness is defective.

Check if the connector is connected properly.

To be continued on next page...

● Troubleshooting method :



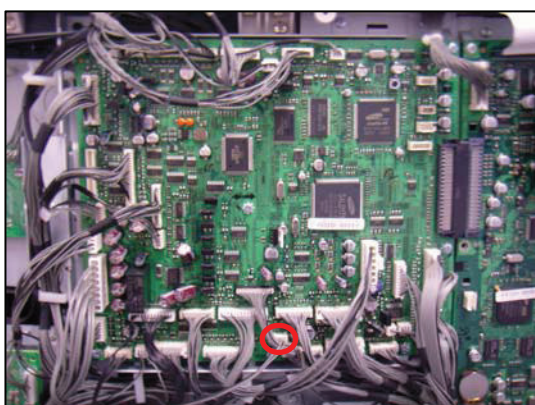
3. Check if the pick up roller rubber is worn out or contaminated.



4. Check the following.

- Check if the Feed Sensor is assembled properly.
- Check if the harness of the Feed Sensor is connected properly.
- Enter the EDC mode. Execute the Feed Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-290** → Start → Status check → Stop)



5. Check if the Harness is defective.

Check if the connector is connected properly.

● **Code :** 01-006
01-011
01-018

● **Error message :** Paper jam in tray 2 (or HCF)

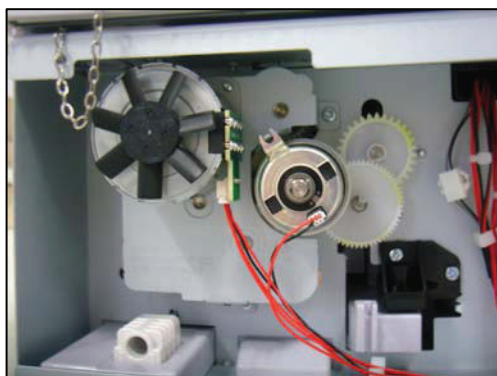
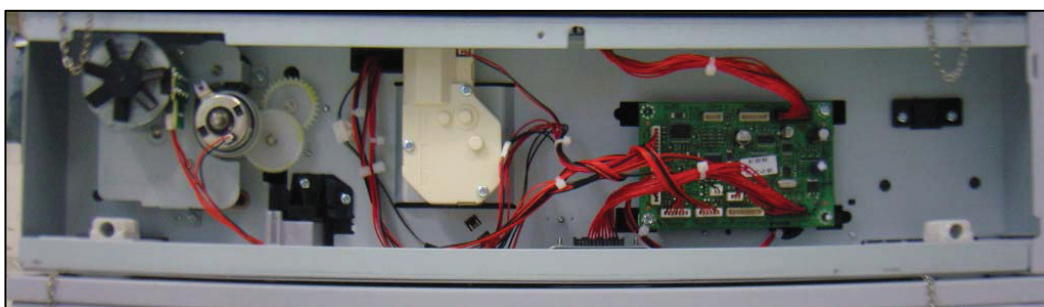
● **Symptom :**

At printing, the paper from the tray2 (or HCF) has not reached to a feed sensor within a programmed period of time after pick up.

● **Possible Cause:**

1. Pickup Clutch does not work.
2. Pickup roller rubber is worn out.
3. Feed Sensor is defective.

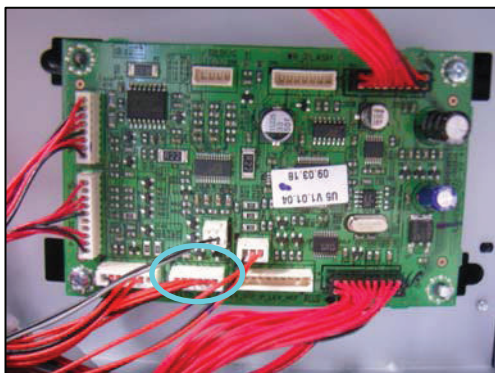
● **Troubleshooting method :**



1. Check the following.

- Check if the Tray2(or HCF) Motor and the Pick-Up Clutch are assembled properly.
- Check if the Tray2(or HCF) Motor harness and Pick-Up Clutch harness are connected properly.
- Enter the EDC mode. Execute the Tray2(or HCF) Pick-Up Clutch test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **101-020** → Start → Operation Check → Stop)

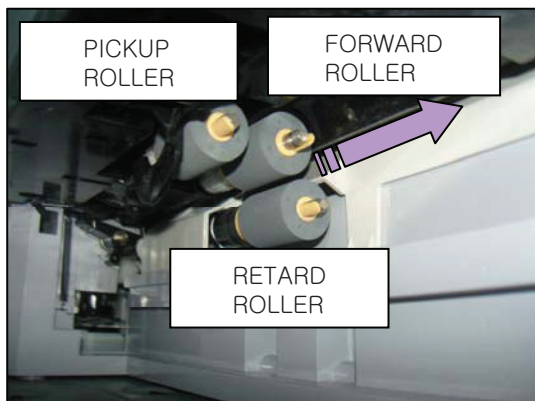


2. Check if the Harness is defective.

Check if the connector is connected properly.

To be continued on next page...

● Troubleshooting method :



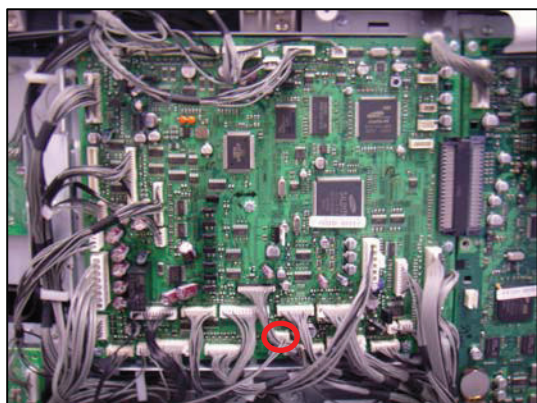
3. Check if the pick up roller rubber is worn out or contaminated.



4. Check the following.

- Check if the Feed Sensor is assembled properly.
- Check if the harness of the Feed Sensor is connected properly.
- Enter the EDC mode. Execute the Feed Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-290** → Start → Status check → Stop)



5. Check if the Harness is defective.

Check if the connector is connected properly.

● **Code :** 01-007
01-012
01-019

● **Error message :** Paper jam in tray 3

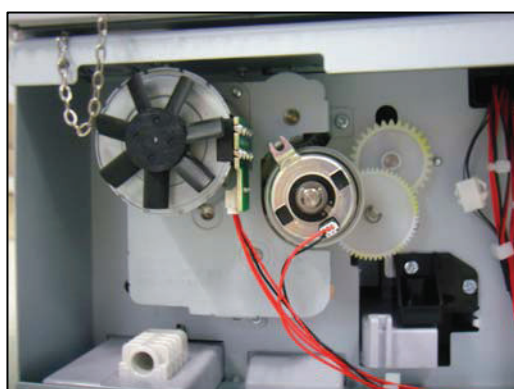
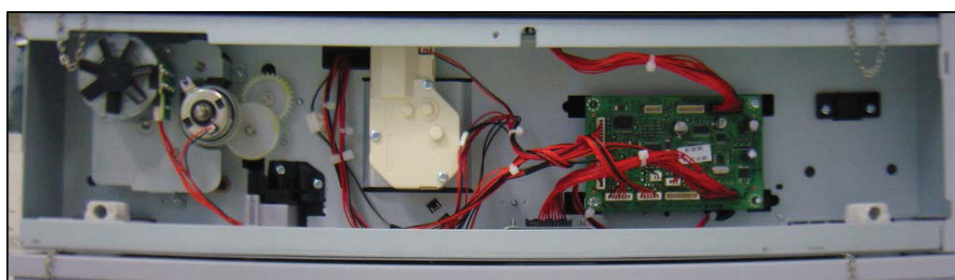
● **Symptom :**

At printing, the paper from the tray3 has not reached to the feed sensor within a regular time after pick up.

● **Possible Cause:**

1. Pickup Clutch does not work.
2. Pickup roller rubber is worn out.
3. Feed Sensor is defective.

● **Troubleshooting method :**



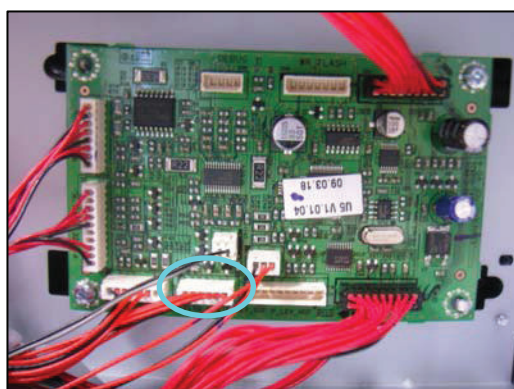
1. Check the following.

- Check if the Tray3 Motor and Pick-Up Clutch are assembled properly.

- Check if the Tray3 Motor harness and Pick-Up Clutch harness are connected properly.

- Enter the EDC mode. Execute the Tray3 Pick-Up Clutch test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **101-030** → Start → Operation Check → Stop)

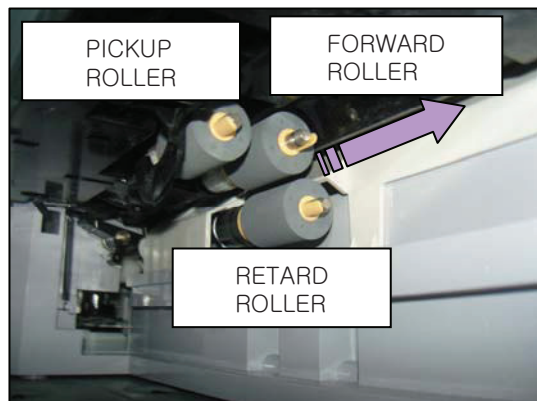


2. Check if the Harness is defective.

Check if the connector is connected properly.

To be continued on next page...

● Troubleshooting method :



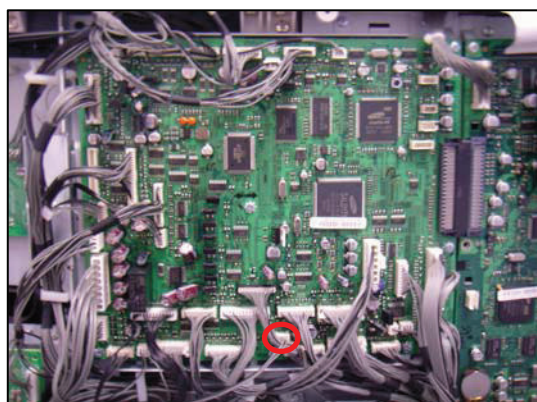
3. Check if the pick up roller rubber is worn out or contaminated.



4. Check the following.

- Check if the Feed Sensor is assembled properly.
- Check if the harness of the Feed Sensor is connected properly.
- Enter the EDC mode. Execute the Feed Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-290** → Start → Status check → Stop)



5. Check if the Harness is defective.

Check if the connector is connected properly.

● **Code : 01-009**

● **Error message : Paper jam inside of machine**

● **Symptom : Paper jam inside of machine**

1. At Warm-up, the paper is jamming at Regi sensor or Feed sensor.
2. At printing, the paper is detecting at Regi sensor or Feed sensor continually.
3. At printing, the paper is not detected at exit sensor within a regular time.

● **Possible Cause:**

1. Feed sensor or Regi Sensor is defective.
2. Exit sensor is defective.
3. Feed Clutch is defective.
4. Regi Clutch is defective.

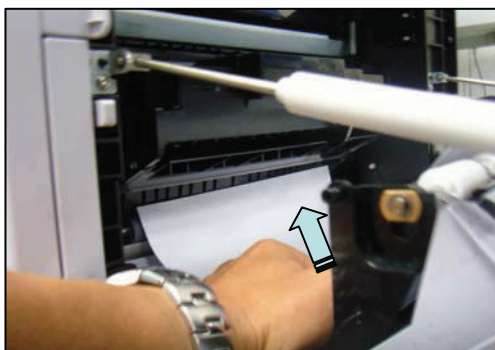
● **Troubleshooting method :**



1. Check the following.

- Check if the Feed Sensor is assembled properly.
- Check if the Feed Sensor harness is connected properly.
- Enter the EDC mode. Execute the Feed Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-290** → Start → Check Status → Stop)



2. Insert the paper as shown right and check the Regi Sensor.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-360** → Start → Check Status → Stop)

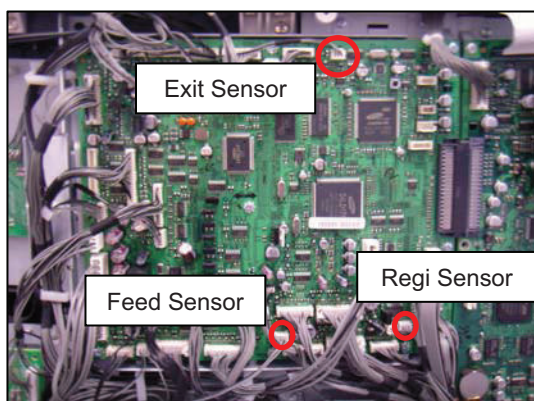


3. Check if the Exit Sensor is working properly.

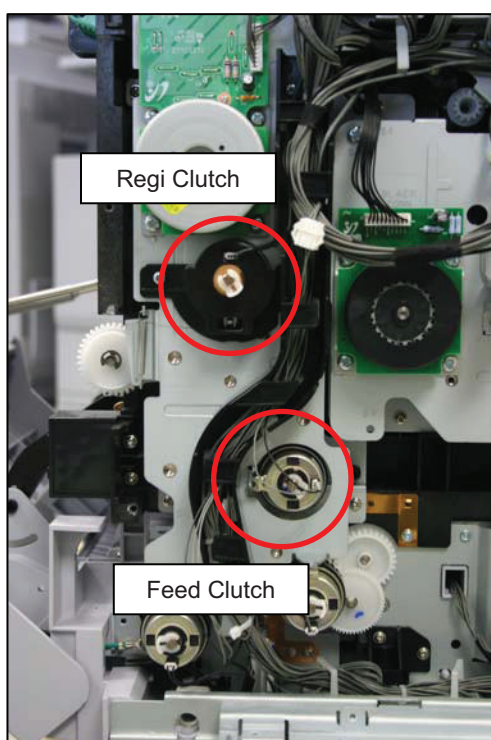
(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-370** → Start → Check Status → Stop)

To be continued on next page...

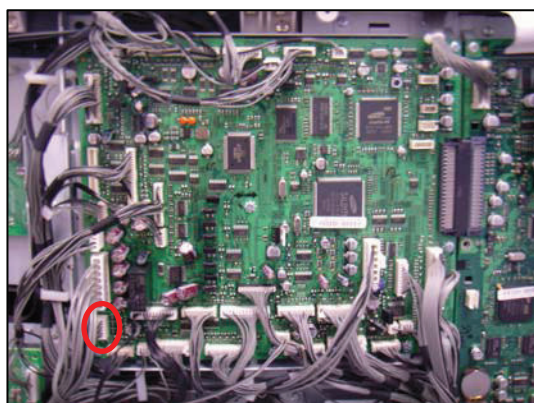
● Troubleshooting method :



4. Check if the Harness is defective.
Check if the connector is connected properly.



5. Check the following.
 - Check if the Feed/Regi Clutch are assembled properly.
 - Check if the Feed/Regi Clutch Harness are connected properly.
 - Enter the EDC mode. Execute the Feed Clutch test.
(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **101-080** → Start → Operation Check (from sound) → Stop)
 - Enter the EDC mode. Execute the Regi Clutch test.
(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **101-050** → Start → Operation Check (from sound) → Stop)



6. Check if the Harness is defective.
Check if the connector is connected properly.

● **Code : 01-010**

● **Error message : Paper jam in exit area**

● **Symptom : Paper jam in exit area**

● **Possible Cause:**

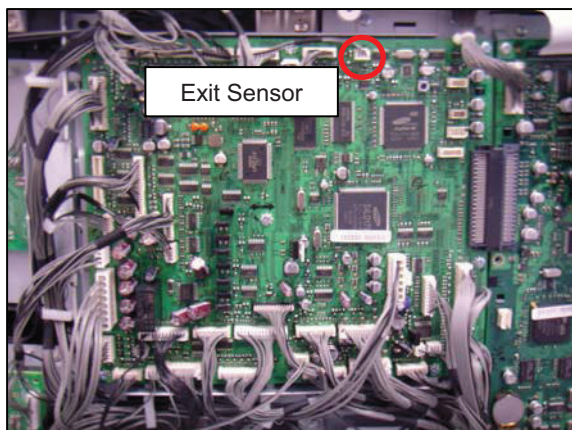
- If there is no jammed paper but error has occurred at warm-up, exit sensor is defective.

● **Troubleshooting method :**



1. Execute the Exit Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-370** → Start → Check Status → Stop)



2. Check if the Harness is defective.

Check if the connector is connected properly.

● **Code :** 01-014
01-016

● **Error message :** Paper jam at the bottom of duplex path
Paper jam inside of duplex path

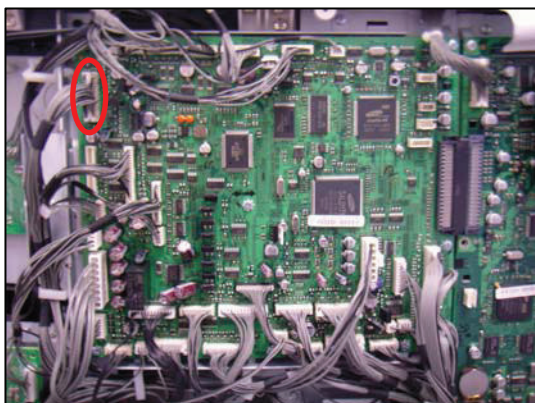
● **Symptom :**

1. At Warm-up, Duplex Ready sensor has detected the paper.
2. At Printing, Duplex sensor is not off within a programmed period of time after paper moves into duplex path.

● **Possible Cause:**

1. Check the Duplex Ready Sensor Harness and Connector.
2. Check if the UI message is changed by the Duplex Ready Sensor operation.
3. Check the duplex ready sensor.

● **Troubleshooting method :**

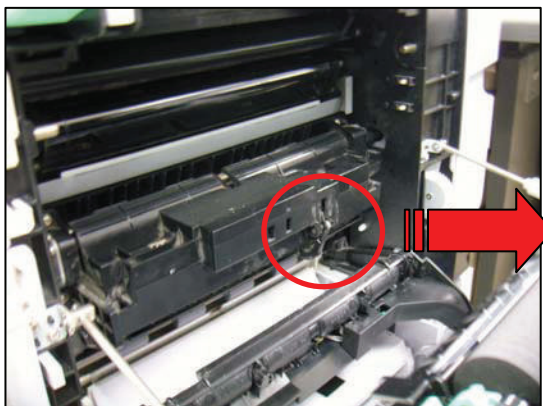


1. Check if the Harness is defective.
Check if the connector is connected properly.

2. Check the following.

- Check if the Duplex Ready Sensor is assembled properly.
- Check if the Duplex Ready Sensor Harness is connected properly.
- Enter the EDC mode. Execute the Duplex Ready Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → [102-390](#) → Start → Operation check → Stop)



● **Code : 01-015**

● **Error message : Paper jam at the top of duplex path**

● **Symptom :**

1. At Warm-up, Duplex sensor has detected the paper.
2. At Printing, Duplex sensor is not on within a regular time after paper moves into duplex path.

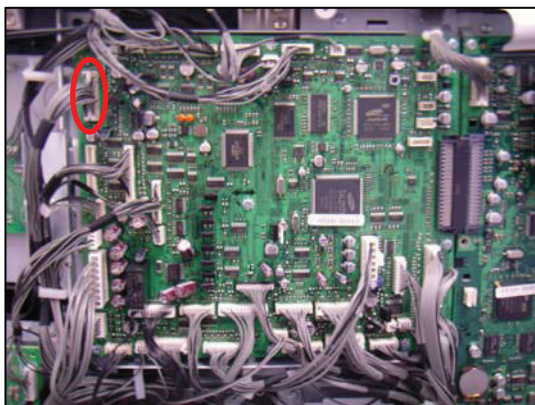
● **Possible Cause:**

1. Check the Duplex Sensor Harness and Connector.
2. Check if the UI message is changed by the Duplex Sensor operation.
3. Check the duplex sensor.

● **Troubleshooting method :**

1. Check if the Harness is defective.

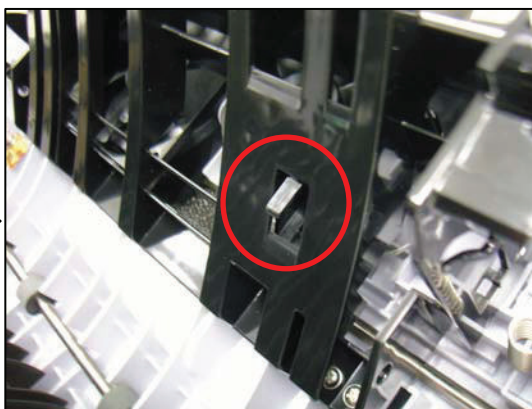
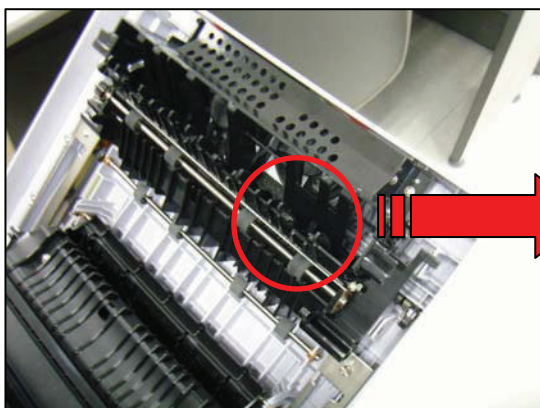
Check if the connector is connected properly.



2. Check the following.

- Check if the Duplex Sensor is assembled properly.
- Check if the Duplex Sensor Harness is connected properly.
- Enter the EDC mode. Execute the Duplex Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-380** → Start → Operation Check → Stop)



● **Code : 01-017**

● **Error message** : Too much paper in output bin tray. Remove printed paper

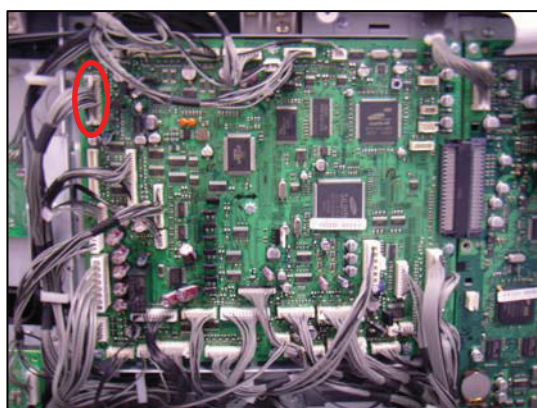
● **Symptom** :

The out-bin full sensor is on for 600ms.

● **Possible Cause:**

1. Check the Out-Bin Full Sensor Harness and Connector.
2. Check if the UI message is changed by the Out-Bin Full Sensor operation.
3. Check the Out-Bin Full Sensor.

● **Troubleshooting method** :

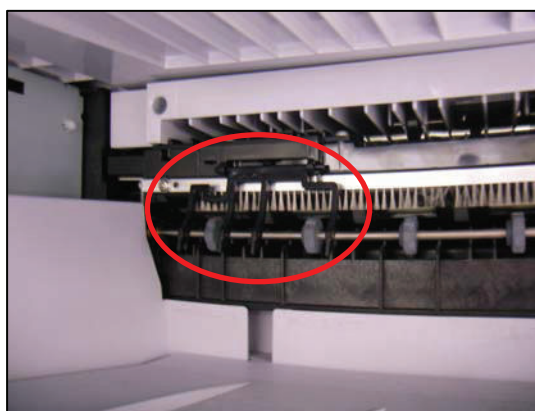


1. Check if the Harness is defective.
Check if the connector is connected properly.

2. Check the following.

- Check if the Out-Bin Full Sensor is assembled properly.
- Check if the Out-Bin Full Sensor Harness is connected properly.
- Enter the EDC Mode. Execute the Out-Bin Full Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **101-190** → Start → Operation Check → Stop)



● **Code : 02-000**

● **Error message :** System Error :#02-000 Please turn off then on.

● **Symptom :** At Warm-up, this error has occurred. The machine does not work until power off/on.

● **Possible Cause:** Fuser Unit is not installed and AC is not supplied to the Heat Lamp.

● **Troubleshooting method :**

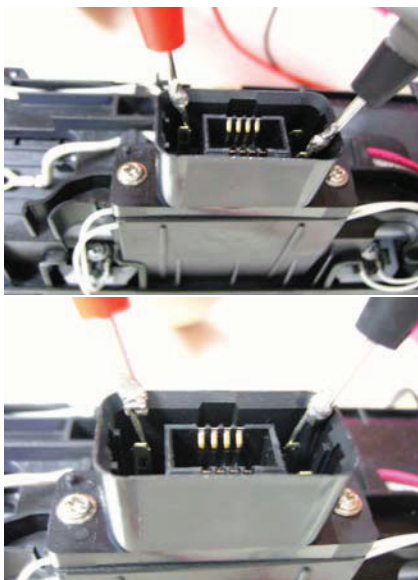
1. Check that the fuser unit is installed properly. And turn the machine off then on again.

* If the error message persists, follow the next step.

2. Measure the Fuser Thermostat resistance value. Check if the Thermostat is open. (*Parts catalog p.65 No.51 item*)

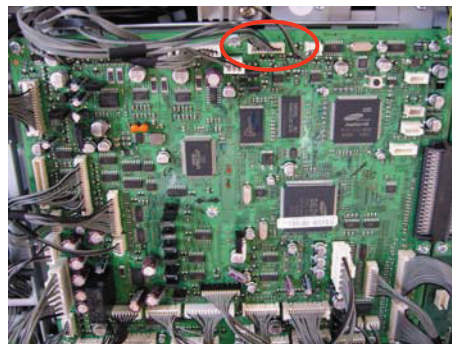


3. Measure the Heat lamp resistance value. Check if the coil is shorted.



* When you check 2,3 step above, if there is any problem, replace the fuser unit. If the problem persists after power off/on, follow the next step.

4. Check if the thermistor connector on the Engine Board is connected properly or harness is defective.

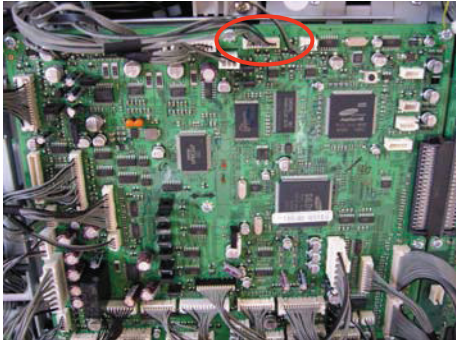
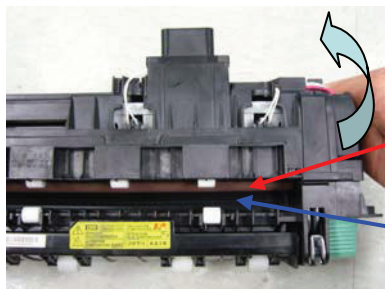





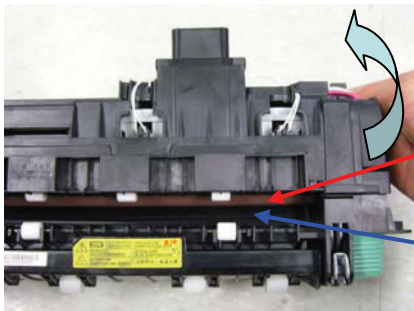
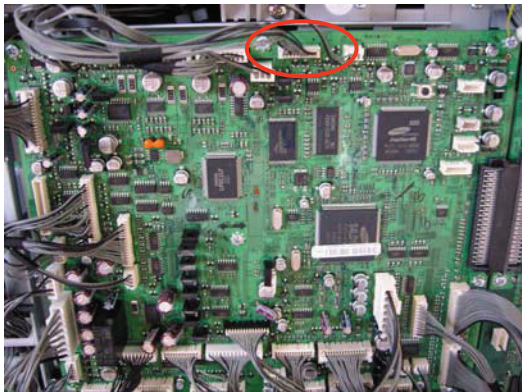
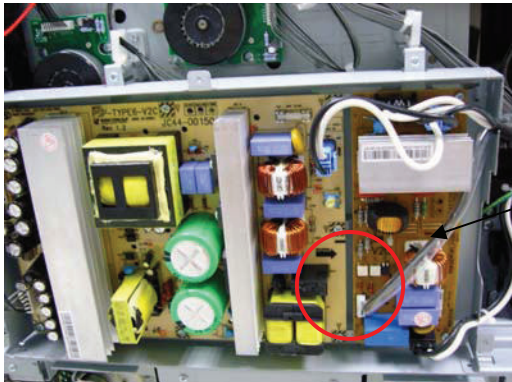
5. Remove the Rear Lower Cover and SMPS Shield. And check if the harness on FDB is connected properly.



FDB

* If the connection is OK, replace the FDB. Turn the machine off then on again. If the problem persists, replace the engine board.

● Code :02-001	● Error message : System Error :#02-001 Please turn off then on.
● Symptom : At Warm-up, this error has occurred. The machine does not work until power off/on.	
● Possible Cause : The temperature does not climb to the target value within set up time. Thermistor is defective.	
● Troubleshooting method :	
<p>1. Check if the fuser unit is installed in the machine properly. Turn the machine then on. * If the error persists, follow the next step.</p>	<p>6. Check if the thermistor connector on the Engine Board is connected properly or harness is defective.</p>
<p>2. Check if the fuser is overheated. Take off the fuser. Check if the belt and roller is defective by rotating the gear.</p>	
 <div data-bbox="603 887 746 947" style="border: 1px solid red; padding: 2px; display: inline-block;">Belt</div> <div data-bbox="603 1032 786 1093" style="border: 1px solid blue; padding: 2px; display: inline-block;">Roller</div>	
<p>3. Check if the Thermistor is broken. (Thermistor : Parts catalog P.65 No.53 item)</p>	<p>7. Remove the Rear Lower Cover and SMPS Shield. And check if the harness on FDB is connected properly.</p>
<div style="display: flex; justify-content: space-around;"> <div data-bbox="161 1261 440 1462">  </div> <div data-bbox="483 1261 750 1462">  </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div data-bbox="209 1480 411 1536" style="border: 1px solid black; padding: 5px; text-align: center;">Normal</div> <div data-bbox="515 1480 718 1536" style="border: 1px solid black; padding: 5px; text-align: center;">Defective</div> </div>	 <div data-bbox="1329 1193 1450 1249" style="border: 1px solid red; padding: 2px; display: inline-block;">FDB</div> <p style="margin-top: 20px;">* If the connection is OK, replace the FDB. Turn the machine off then on again. If the problem persists, replace the Engine board.</p>
<p>4. Check if the Thermistor is contaminated. Clean it carefully. * After following the above step 2,3,4, re-install the fuser unit and turn the machine off then on. If the error persists, follow the next step.</p> <p>5. Update the latest FW. * If the error persists, follow the next step.</p>	

● Code :02-002	● Error message : System Error :#02-002 Please turn off then on.
● Symptom : The fuser unit is overheated. The machine does not work until power off/on.	
● Possible Cause : The machine can not control fuser temperature.	
<p>● Troubleshooting method :</p> <p>1. Check if the fuser is overheated. Take off the fuser. Check if the belt and roller is defective by rotating the gear.</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <div style="border: 1px solid red; padding: 2px; margin-bottom: 10px;">Belt</div> <div style="border: 1px solid blue; padding: 2px;">Roller</div> </div> </div> <p>* If there is any problem, replace the fuser unit after checking the following.</p> <p>2. Check if the thermistor connector on the Engine Board is connected properly or harness is defective.</p> <div style="display: flex; align-items: center;">  </div> <p>3. Remove the Rear Lower Cover and SMPS Shield. And check if the harness on FDB is connected properly.</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <div style="border: 1px solid black; padding: 2px;">FDB</div> </div> </div> <p>* If the connection is OK, replace the FDB. Turn the machine off then on again. If the problem persists, replace the Engine board.</p>	

● **Code : 03-000**

● **Error message** : Motor does not operate: #03-000. Please turn off then on.

● **Symptom :**

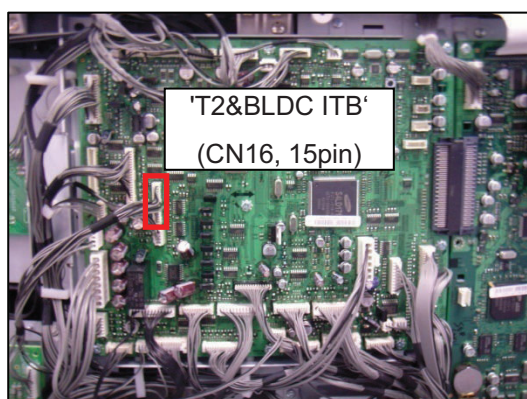
Motor Signal is abnormal.

● **Possible Cause:**

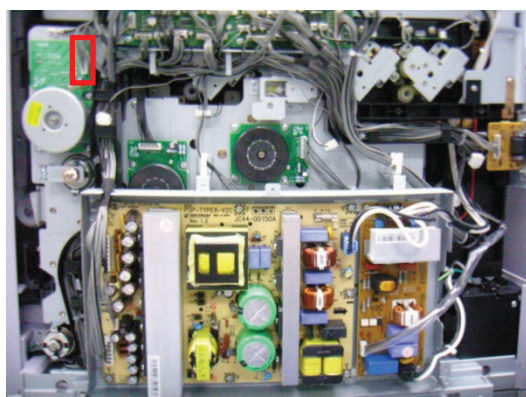
1. ITB belt is contaminated by the toner.
2. Harness is defective, Connector is not connected properly.
3. BLDC ITB Motor is defective.
4. Engine Board is defective.

● **Troubleshooting method :**

1. Check if the ITB belt is contaminated by the toner.
2. Check the following.
 - Check if the Engine Board harness is defective.
 - Check if the harness is connected to the 'T2 & BLDC ITB' Connector on Engine Board.



3. Check if the harness is connected to the BLDC ITB Motor properly.



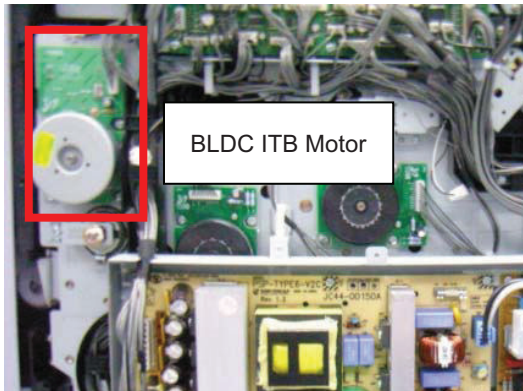
To be continued on next page...

● Troubleshooting method :

4. If the harness is OK, enter the EDC mode and execute the BLDC ITB Motor test. If the BLDC motor does not operate, replace it.

[How to replace the BLDC motor]

- ① Unplug the harness (10 pin) carefully.
- ② Remove 4 screws. Replace the BLDC Motor Ass'y.



5. If the problem persists after replacing the BLDC ITB Motor, replace the Engine Board.

● **Code : 03-006** ● **Error message** : Motor does not operate: #03-006. Please turn off then on.

● **Symptom** : Motor Signal is abnormal.

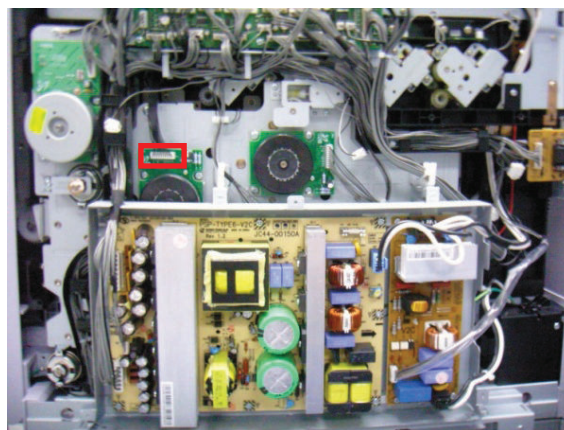
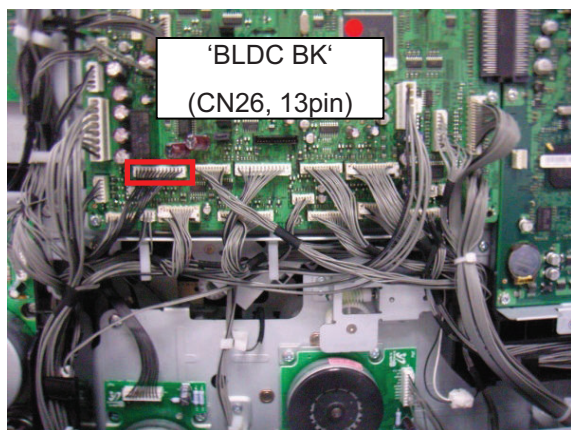
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. BLDC Black Motor is defective.
3. Engine Board is defective.

● **Troubleshooting method :**

1. Check the following.

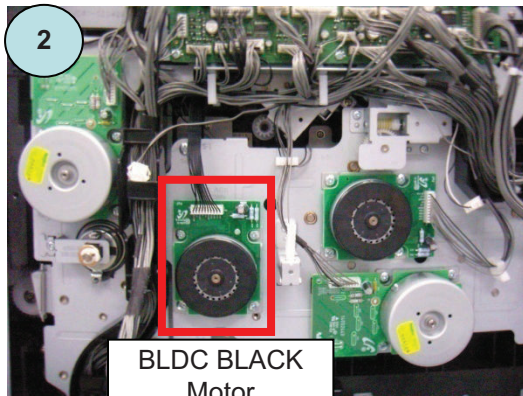
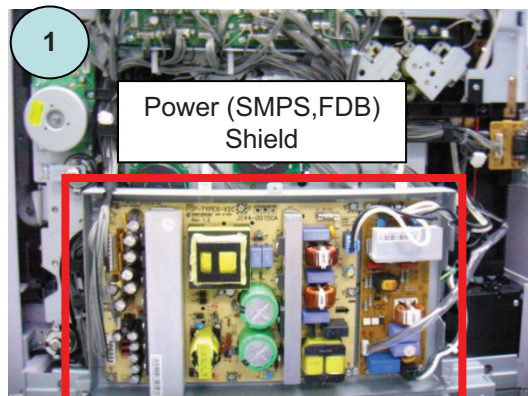
- Check if the Engine Board Harness is defective.
- Check if the harness is connected to the 'BLDC BK' Connector on Engine Board properly.
- Check if the harness is connected to the BLDC BLACK Motor properly.



2. If the connection is no problem, enter the EDC mode and execute the BLDC BLACK Motor test.
If the BLDC motor does not operate, replace it.

[How to replace the BLDC motor]

- ① Remove the SMPS shield.
- ② Remove 4 screws. Replace the BLDC Motor Ass'y.



3. If the problem persists after replacing the BLDC Motor, replace the Engine Board.

● **Code : 03-007** ● **Error message** : Motor does not operate: #03-007. Please turn off then on.

● **Symptom** : Motor Signal is abnormal.

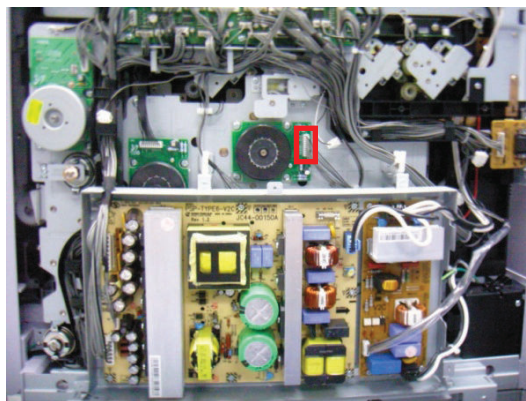
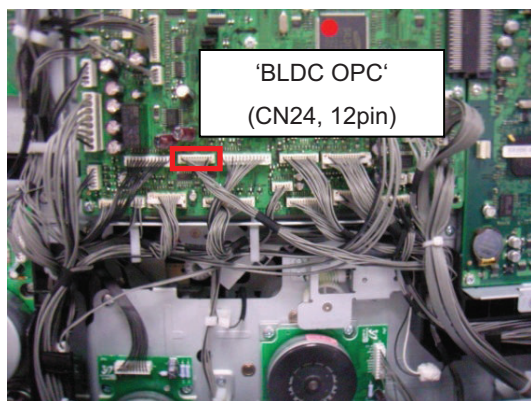
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. BLDC OPC Motor is defective.
3. Engine Board is defective.

● **Troubleshooting method :**

1. Check the following.

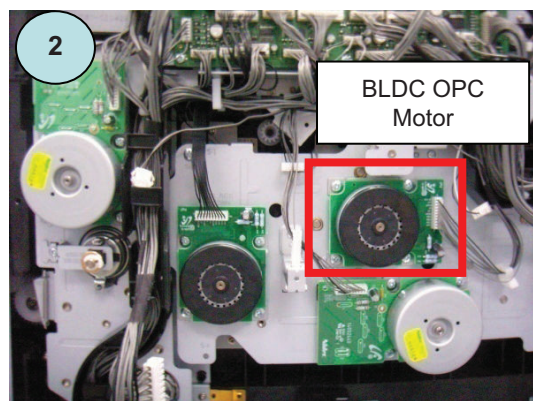
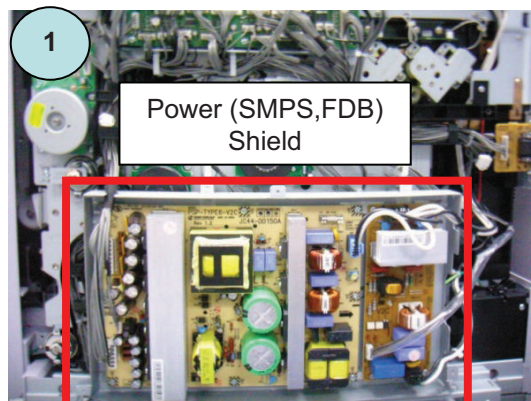
- Check if the Engine Board Harness is defective.
- Check if the harness is connected to the 'BLDC OPC' Connector on Engine Board properly.
- Check if the harness is connected to the BLDC OPC Motor properly.



2. If the connection is no problem, enter the EDC mode and execute the BLDC OPC Motor test.
If the BLDC OPC motor does not operate, replace it.

[How to replace the BLDC motor]

- ① Remove the SMPS shield.
- ② Remove 4 screws. Replace the BLDC Motor Ass'y.



3. If the problem persists after replacing the BLDC OPC Motor, replace the Engine Board.

● **Code : 03-008** ● **Error message** : Motor does not operate: #03-008. Please turn off then on.

● **Symptom** : Motor Signal is abnormal.

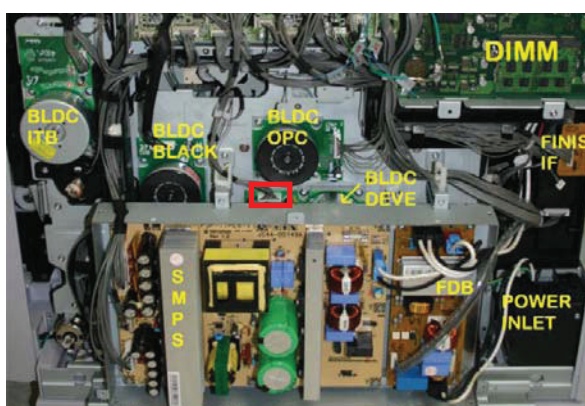
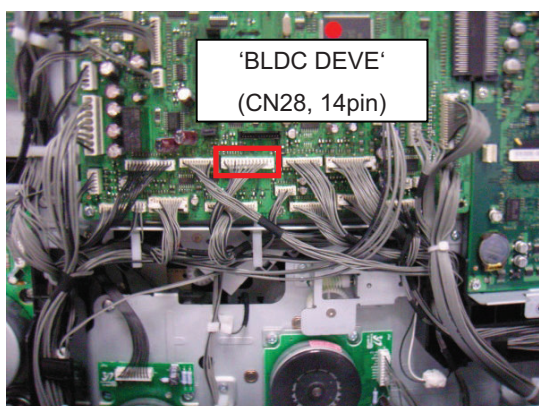
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. BLDC DEVE Motor is defective.
3. Engine Board is defective.

● **Troubleshooting method** :

1. Check the following.

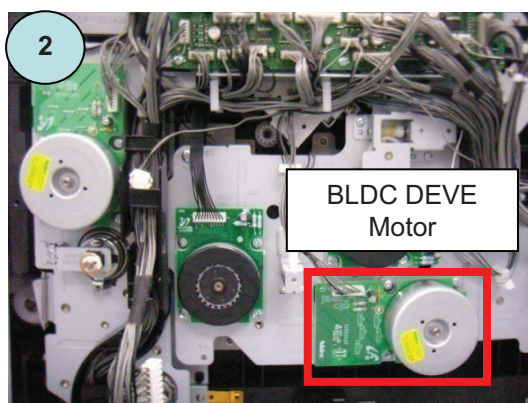
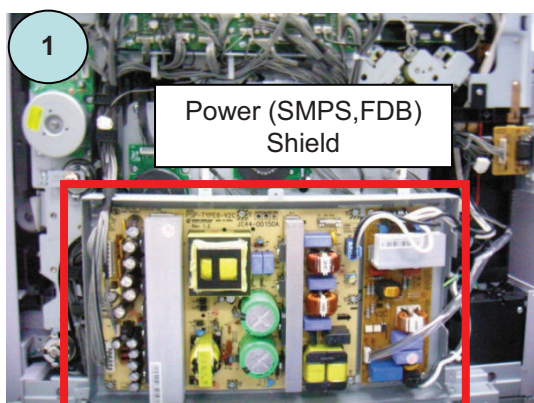
- Check if the Engine Board Harness is defective.
- Check if the harness is connected to the 'BLDC DEVE' Connector on Engine Board properly.
- Check if the harness is connected to the BLDC DEVE Motor properly.



2. If the connection is no problem, enter the EDC mode and execute the BLDC DEVE Motor test.
If the BLDC DEVE motor does not operate, replace it.

[How to replace the BLDC motor]

- ① Remove the SMPS shield.
- ② Remove 4 screws. Replace the BLDC Motor Ass'y.



3. If the problem persists after replacing the BLDC DEVE Motor, replace the Engine Board.

● **Code : 03-009** ● **Error message** : Motor does not operate: #03-009. Please turn off then on.

● **Symptom** : Motor Signal is abnormal.

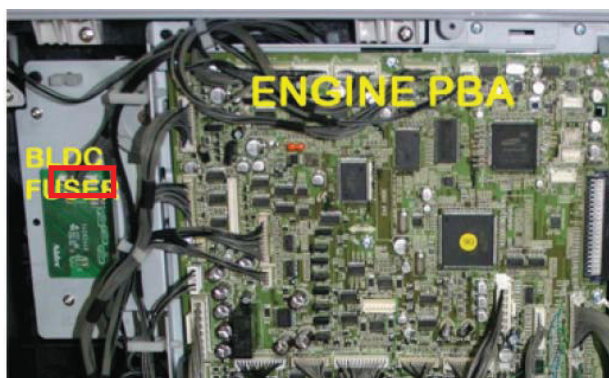
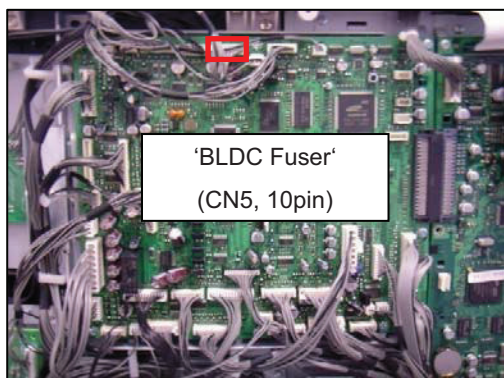
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. BLDC FUSER Motor is defective.
3. Engine Board is defective.

● **Troubleshooting method** :

1. Check the following.

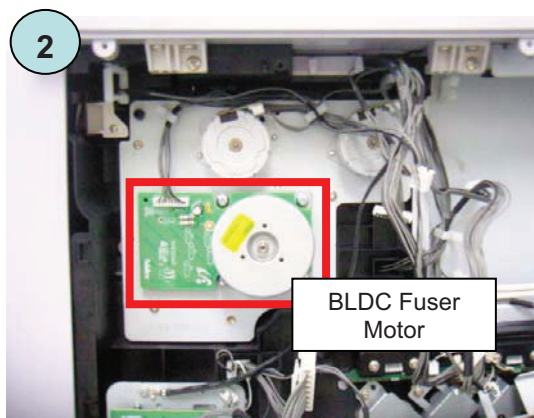
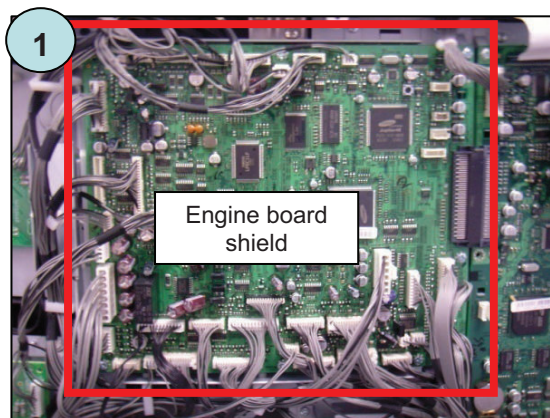
- Check if the Engine Board Harness is defective.
- Check if the harness is connected to the 'BLDC Fuser' Connector on Engine Board properly.
- Check if the harness is connected to the BLDC Fuser Motor properly.



2. If the connection is no problem, enter the EDC mode and execute the BLDC Fuser Motor test.
If the BLDC Fuser motor does not operate, replace it.

[How to replace the BLDC motor]

- ① Remove the Engine board shield.
- ② Remove 4 screws. Replace the BLDC Motor Ass'y.



3. If the problem persists after replacing the BLDC FUSER Motor, replace the Engine Board.

● **Code : 03-010** ● **Error message** : Motor does not operate: #03-010. Please turn off then on.

● **Symptom** : The motor to engage/ disengage the transfer belt does not operate.

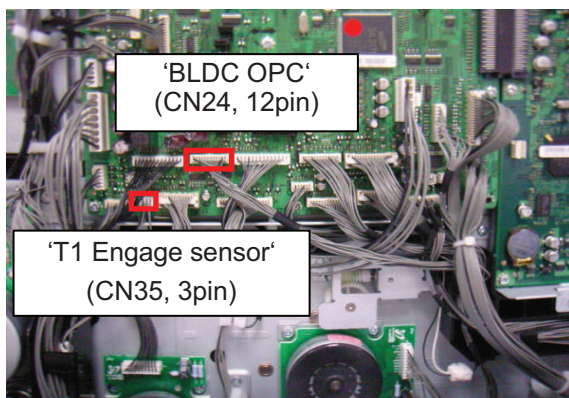
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. T1 Engage DC Motor is defective.
3. Engine Board is defective.

● **Troubleshooting method :**

1. Check the following.

- Check if the Engine Board Harness is defective.
- Check if the harness is connected to the 'BLDC OPC' Connector on Engine Board properly.
- Check if the harness is connected to the 'T1 Engage sensor' connector properly.

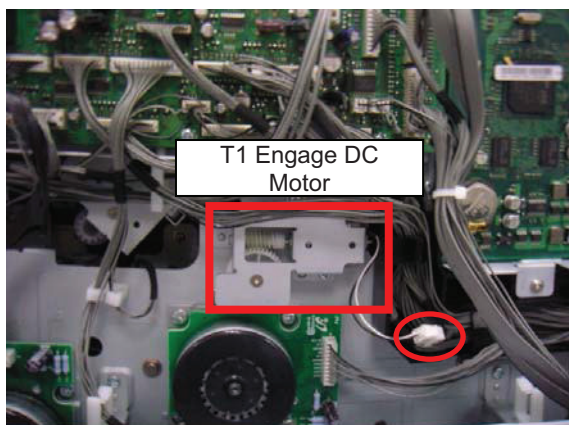


2. If the connection is no problem, enter the EDC mode and execute the T1 Engage Motor test.

If the T1 Engage motor does not operate, replace it.

[How to replace the DC motor]

- ① Remove the SMPS board shield.
- ② Remove 2 screws and unplug the connector. Replace the T1 engage DC motor.



3. If the problem persists after replacing the T1 Engage DC Motor, replace the Engine Board.

● **Code : 03-011** ● **Error message** : Motor does not operate: #03-011. Please turn off then on.

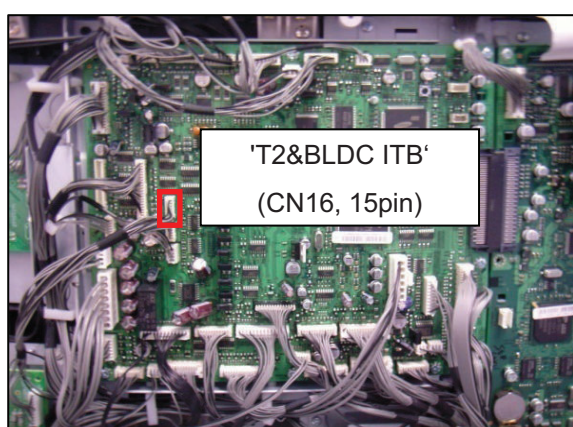
● **Symptom** : The motor to engage/ disengage the 2nd transfer roller does not operate.

● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. T2 DC Motor is defective.
3. Engine Board is defective.

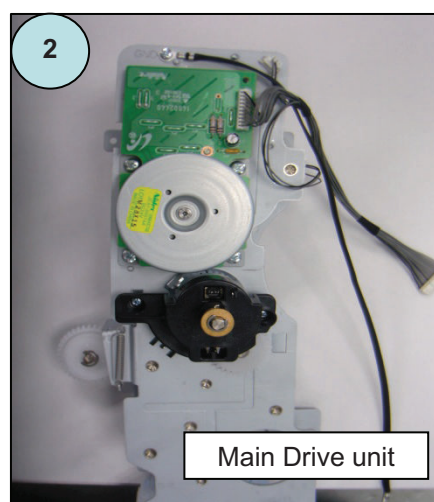
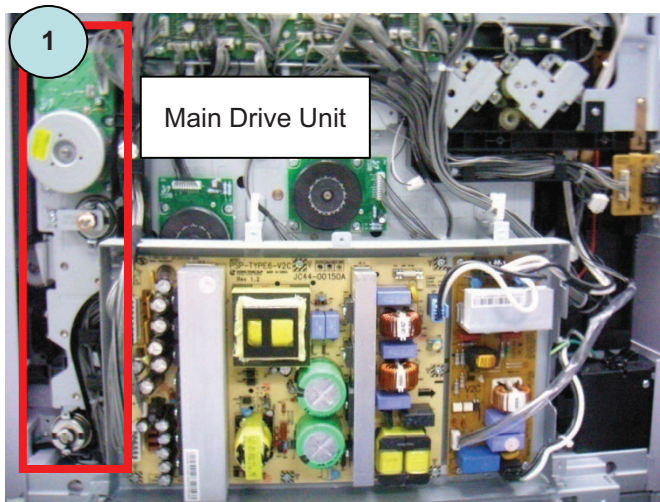
● **Troubleshooting method :**

1. Check the following.
 - Check if the Engine Board Harness is defective.
 - Check if the harness is connected to the 'T2&BLDC ITB' Connector on Engine Board properly.



2. Check the following.
 - If the connection is no problem, enter the EDC mode and execute the T2 DC Motor test.

If the Motor is not operate, remove the main drive unit.



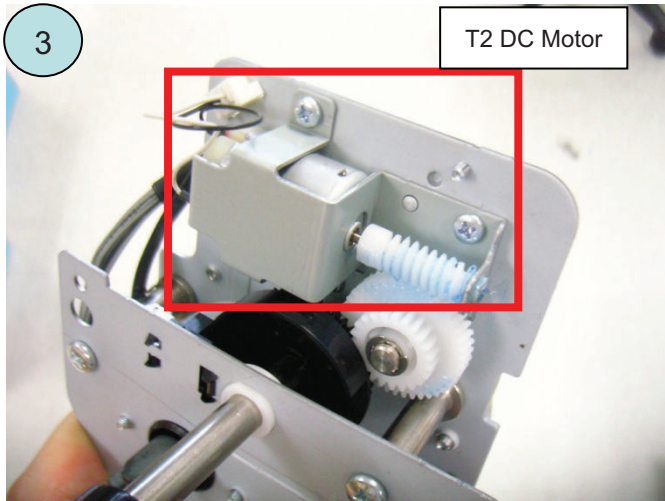
To be continued on next page...

● Troubleshooting method :

- Replace the T2 DC motor from the top of the Main Drive unit.

[How to replace the DC motor]

- ① Unplug the 2 pin connector.
- ② Remove 2 screws and replace the DC Motor Ass'y.



3. If the problem persists after replacing the T2 DC Motor, replace the Engine Board.

● **Code : 03-014** ● **Error message** : Motor does not operate: #03-014. Please turn off then on.

● **Symptom** : Waste toner motor does not operate.

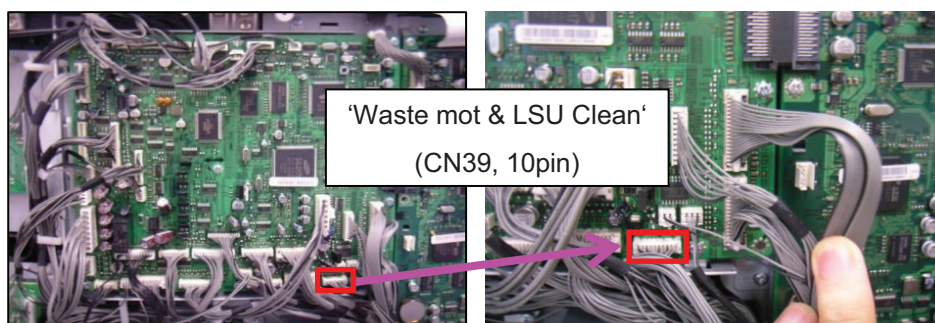
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. Waste DC Motor is defective.
3. Engine Board is defective.

● **Troubleshooting method :**

1. Check the following.

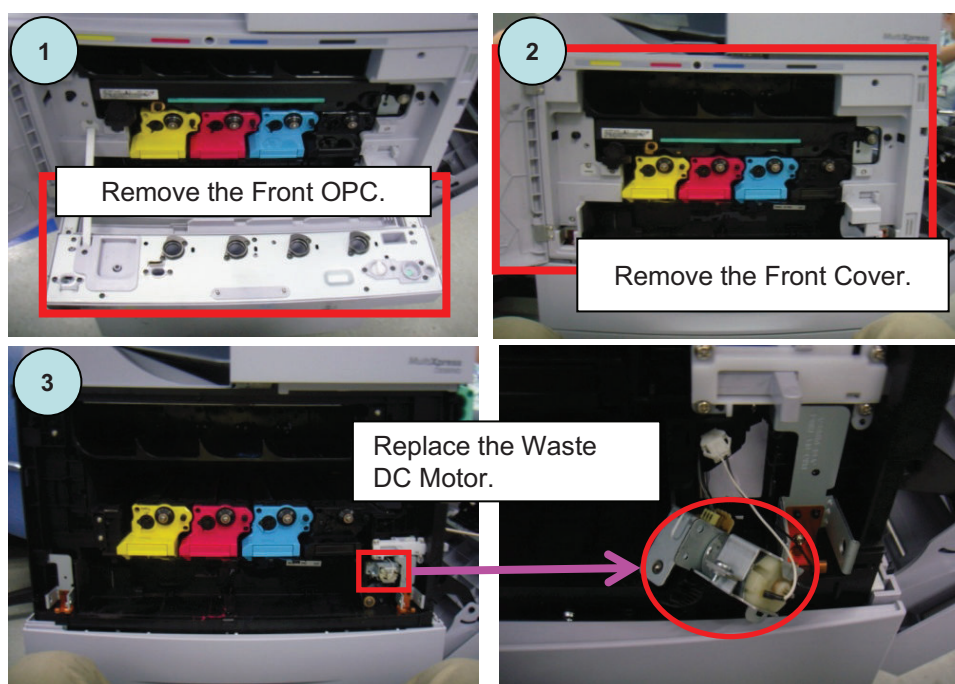
- Check if the Engine Board Harness is defective.
- Check if the harness is connected to the 'Waste Motor & LSU Clean' Connector on Engine Board properly.



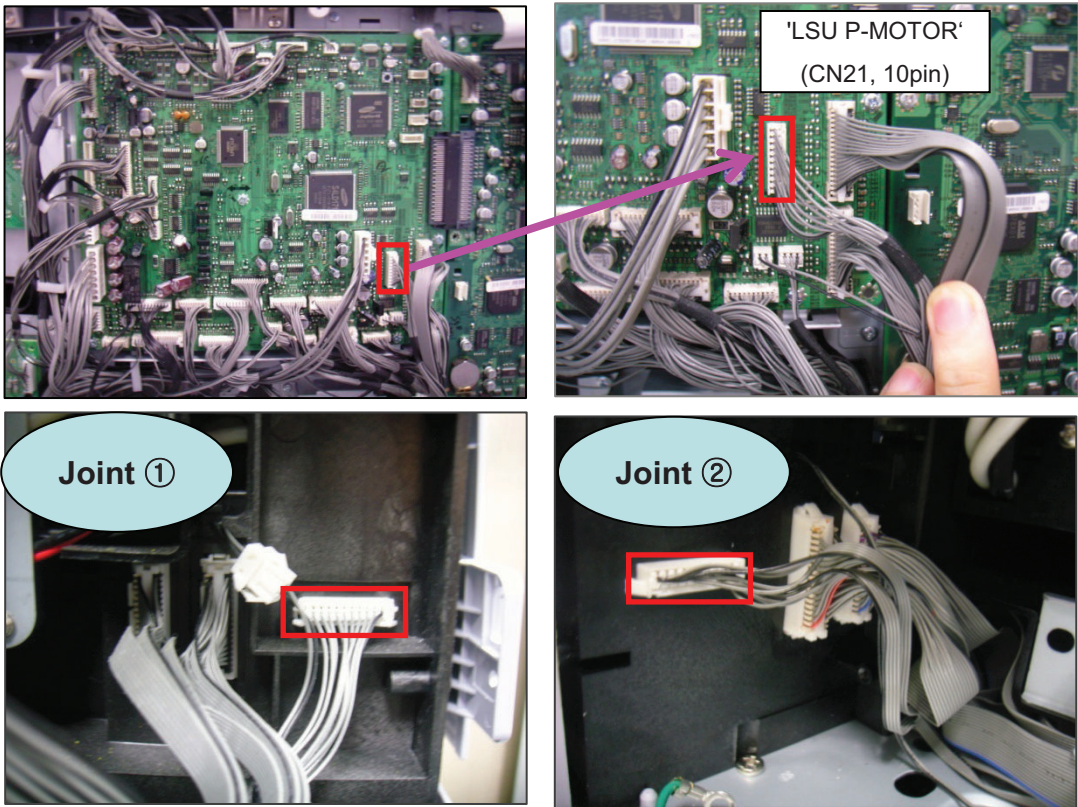
2. Check the following.

- If the connection is no problem, enter the EDC mode and execute the Waste DC Motor test.

If the Motor is not operate, replace it.



3. If the problem persists after replacing the Waste DC Motor, replace the Engine Board.

<p>● Code : 04-000 04-003</p>	<p>● Error message : LSU error: #04-000. Please turn off then on. LSU error: #04-003. Please turn off then on.</p>
<p>● Symptom : Black LSU Polygon Motor does not operate properly. (04-000) Yellow LSU Polygon Motor does not operate properly. (04-003)</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. Harness is defective, Connector is not connected properly. 2. LSU is defective. 3. Engine Board is defective. 	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check the following. <ul style="list-style-type: none"> - Check if the Engine Board Harness is defective. - Check if the harness is connected to the 'LSU P-Motor' Connector on Engine Board properly. - Check if the joint ①,② harness are connected properly. <div data-bbox="212 889 1294 1693">  </div> <ol style="list-style-type: none"> 2. Enter the EDC mode. Execute the LSU Motor Run1. If there is any problem, replace the LSU. [Refer to 3.2.2 General Disassembly / LSU] 3. If the problem persists after replacing the LSU, replace the Engine Board. 	

<p>● Code : 04-001 04-010</p>	<p>● Error message : LSU error: #04-001. Please turn off then on. LSU error: #04-010. Please turn off then on.</p>
<p>● Symptom : After Black LD is on, Laser Beam Detect signal has not occurred or is irregular. (04-001) After Cyan LD is on, Laser Beam Detect signal has not occurred or is irregular. (04-010)</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. Harness is defective, Connector is not connected properly. 2. LSU is defective. 3. Engine Board is defective. 	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check the following. <ul style="list-style-type: none"> - Check if the Engine Board Harness is defective. - Check if the harness is connected to the 'LSU 3&4' Connector on Engine Board properly. - Check if the joint ①,② harness are connected properly. <div data-bbox="209 887 1289 1686"> </div>	
<ol style="list-style-type: none"> 2. Replace the LSU. [Refer to 3.2.2 General Disassembly / LSU] 	
<ol style="list-style-type: none"> 3. If the problem persists after replacing the LSU, replace the Engine Board. 	

● **Code : 04-004**
04-007

● **Error message :** LSU error: #04-004. Please turn off then on.
LSU error: #04-007. Please turn off then on.

● **Symptom :** After Yellow LD is on, Laser Beam Detect signal has not occurred or is irregular. (04-004)
After Magenta LD is on, Laser Beam Detect signal has not occurred or is irregular. (04-007)

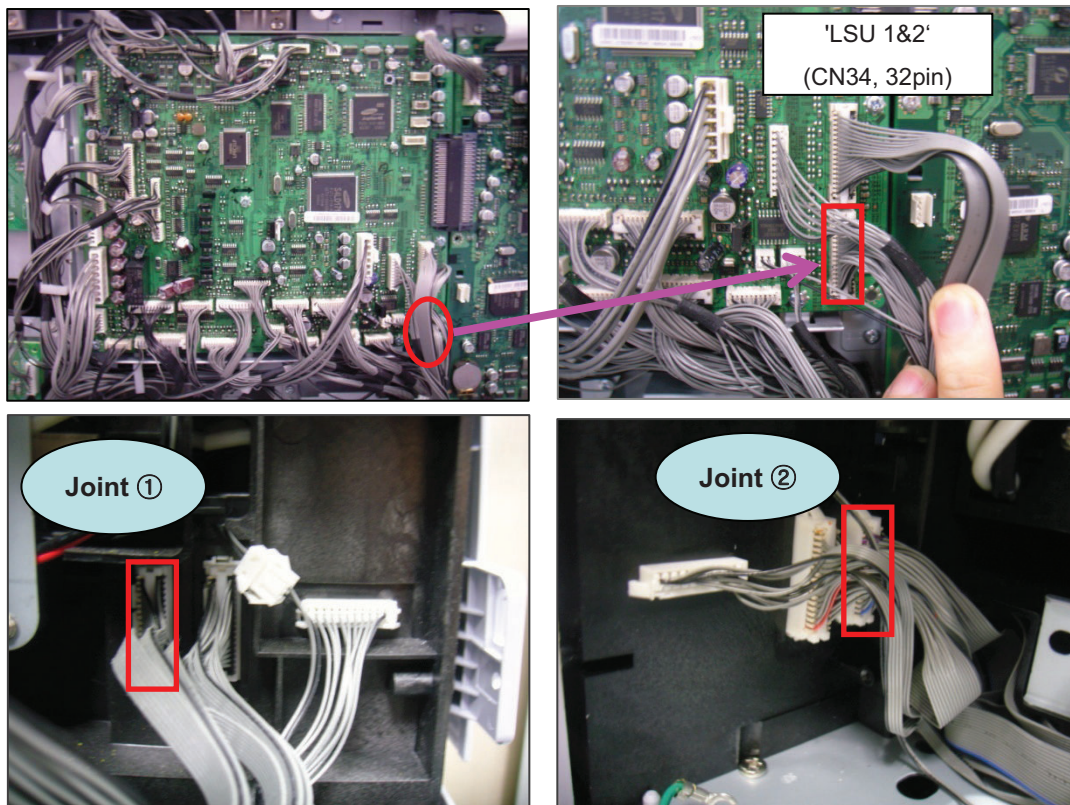
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. LSU is defective.
3. Engine Board is defective.

● **Troubleshooting method :**

1. Check the following.

- Check if the Engine Board Harness is defective.
- Check if the harness is connected to the 'LSU 1&2' Connector on Engine Board properly.
- Check if the joint ①, ② harness are connected properly.



2. Replace the LSU.

[Refer to [3.2.2 General Disassembly / LSU](#)]

3. If the problem persists after replacing the LSU, replace the Engine Board.

● **Code : 04-012**

● **Error message :** LSU error: #04-012. Please turn off then on.

● **Symptom :** When opening or closing the LSU Shutter, it is not detected after a regular time passes.

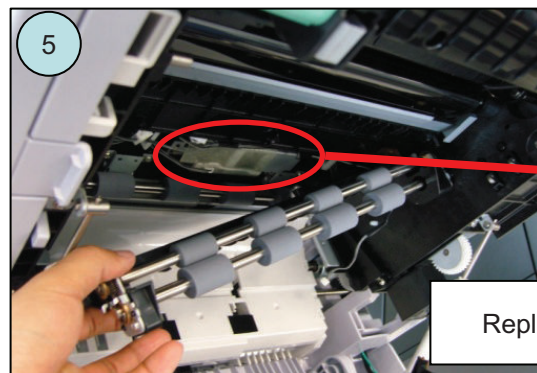
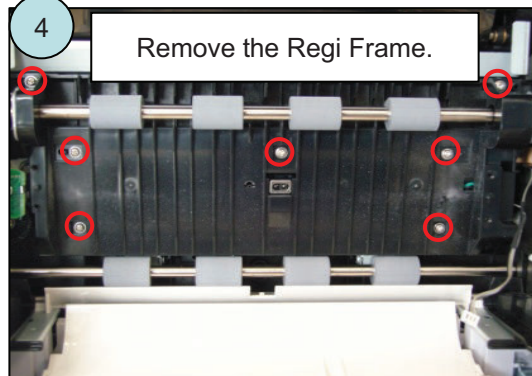
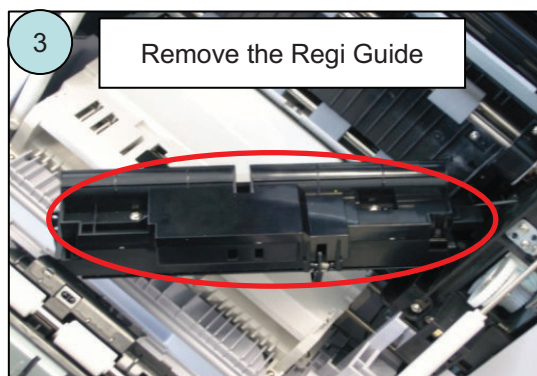
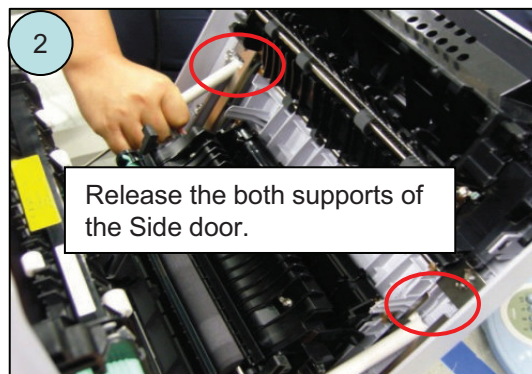
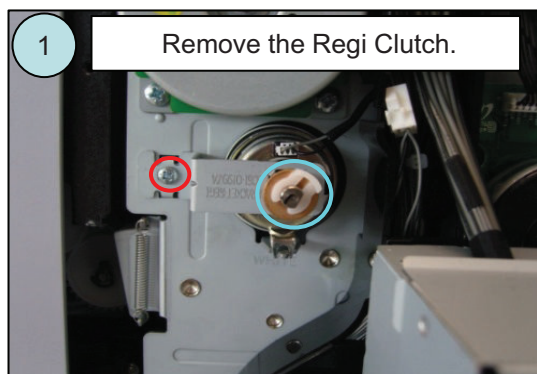
● **Possible Cause:**

1. Harness is defective, Connector is not connected properly.
2. LSU is defective.
3. Engine Board is defective.

● **Troubleshooting method :**

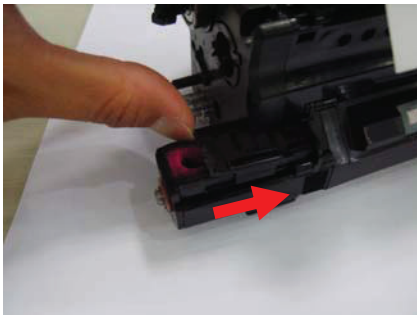
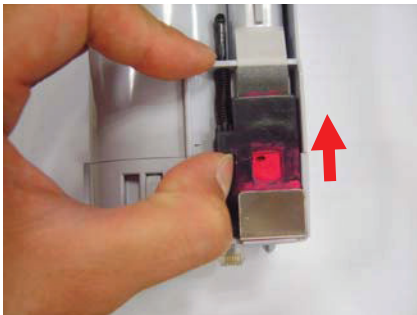
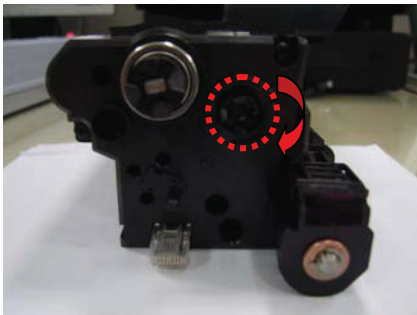
1. Check if the Engine Board Harness is defective. (Refer to the [Troubleshooting 03-014 \[step1\]](#).)
2. Replace the DC Motor.

[How to replace the DC Motor]



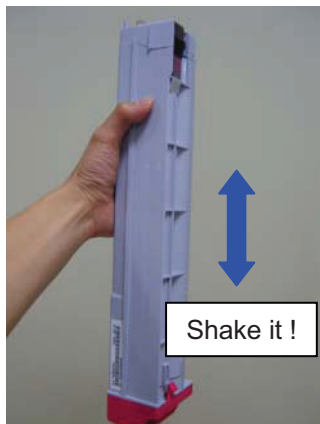
3. If the problem persists after replacing the LSU CLN Motor Assy, replace the Engine Board.

<p>● Code : 06/25/26/27-002 06/25/26/27-003 06/25/26/27-023</p>	<p>● Error message : 06/25/26/27-002 : Toner Cartridge is Not installed, Install it 06/25/26/27-003 : Toner Cartridge is Not Compatible, Check User's Guide 06/25/26/27-023 : Toner Cartridge is Not Compatible, Check User's Guide</p>
<p>● Symptom : When installing the new toner cartridge, CRUM is not detected.</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. CRUM ID is different from the country type of the machine. 2. CRUM is defective. 3. The circuit related to CRUM has some problem. 	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Turn the machine off then on. 2. If the problem persists, take out the toner cartridge and re-install it. 3. Check if the country type of the serial label of the toner cartridge is same with the machine country type. 	
<p>< Korea Toner (Initial)></p>	<p>< XAA Toner ></p>
<ol style="list-style-type: none"> 4. If the CRUM is defective, replace the toner cartridge. 5. In case that the circuit related to CRUM is defective, check the following. 	
<p>< Toner cartridge connector in SET ></p>	<p>< CRUM Connector in Toner cartridge ></p>
<ol style="list-style-type: none"> ① Check if the CRUM Connector in SET and toner cartridge is contaminated or broken. ② Check the circuit related to CRUM. 	

<p>● Code</p> <p>06-004</p> <p>25-004</p> <p>26-004</p> <p>27-004</p>	<p>● Error message</p> <p>06-004 : Did not supply enough black toner, Please open/close door</p> <p>25-004 : Did not supply enough cyan toner, Please open/close door</p> <p>26-004 : Did not supply enough magenta toner, Please open/close door</p> <p>27-004 : Did not supply enough yellow toner, Please open/close door</p>
<p>● Symptom : Imaging Unit could not be supplied with enough toner.</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. The toner supply part in the imaging unit is blocked or broken. 2. The toner supply part in the toner cartridge is blocked or broken. 3. The coupling in the imaging unit does not rotate. 4. The coupling in the toner cartridge does not rotate. 5. The toner supply motor does not operate. 6. The toner supply pipe is blocked. 	
<p>● Troubleshooting method :</p>	
<p>[case1] The toner supply part in the imaging unit is blocked or broken.</p>	
	<p>Check the toner supply shutter in the imaging unit.</p> <ol style="list-style-type: none"> ① Check if the shutter is opened by pushing with hands. ② Check if the shutter spring, shutter, toner supply part in the imaging unit are broken. ③ Replace the broken part or imaging unit.
<p>[case2] The toner supply part in the toner cartridge is blocked or broken.</p>	
	<p>Check the toner supply shutter in the toner cartridge.</p> <ol style="list-style-type: none"> ① Check if the shutter is opened by pushing with hands. ② Check if the shutter spring, shutter, toner supply part in the toner cartridge are broken. ③ Replace the broken part or toner cartridge.
<p>[case3] The coupling in the imaging unit does not rotate.</p>	
	<ol style="list-style-type: none"> ① Check if the Magroller driving coupling is rotated clockwise ② If it is not rotated clockwise, replace the imaging unit.
<p>To be continued on next page...</p>	

● Troubleshooting method :

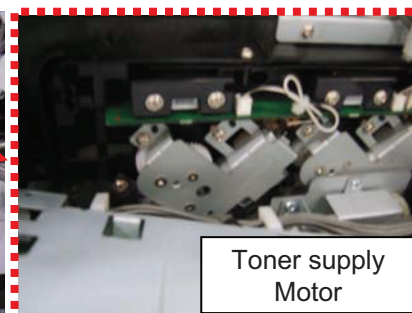
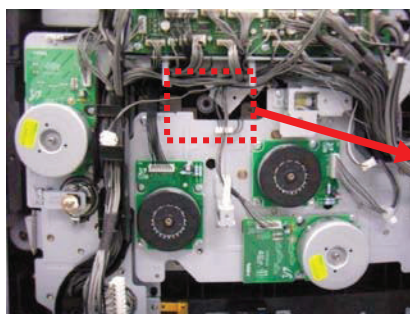
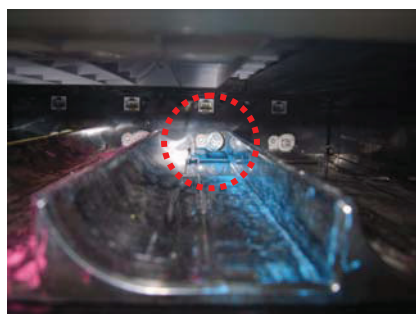
[case4] The coupling in the toner cartridge does not rotate.



Check if the coupling of the toner cartridge is rotated.

- ① Rotate the coupling clockwise.
- ② If the coupling is not rotated, shake the toner cartridge 5~6 times as shown picture.
- ③ Print or copy about 50 pages for test.

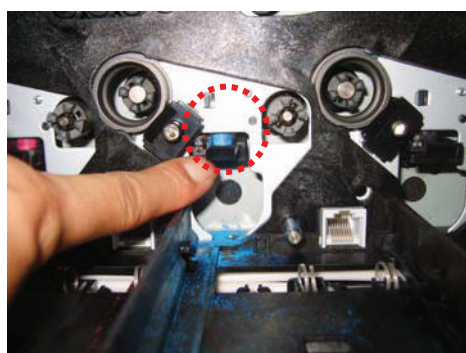
[case5] The toner supply motor does not operate.



Check if the toner supply motor (Parts Catalog 12. No.35 Toner Drive) is operated properly.

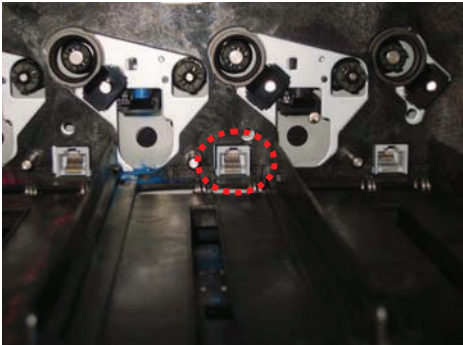
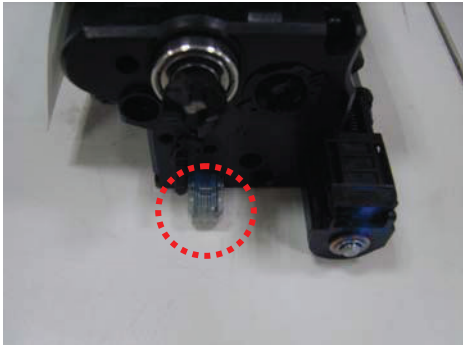
- ① Take out the cyan toner cartridge.
- ② Enter the EDC mode. Execute the following test to check the motor operation.
 "Toner Dispense Motor Cyan"(code 111-020)
 "Toner Dispense Motor Magenta"(code 111-010)
 "Toner Dispense Motor Yellow"(code 111-000)
- ③ If the motor is not working, replace it.



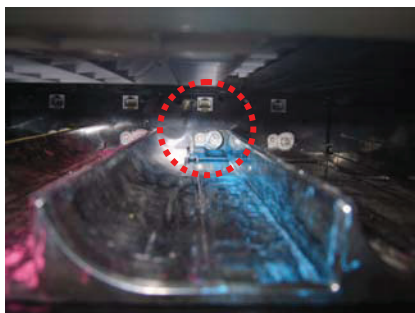
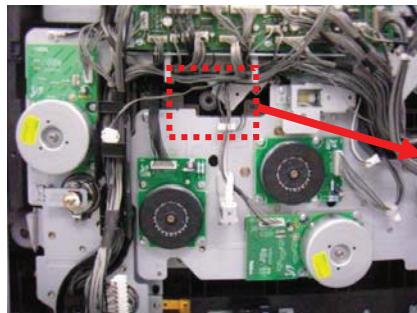
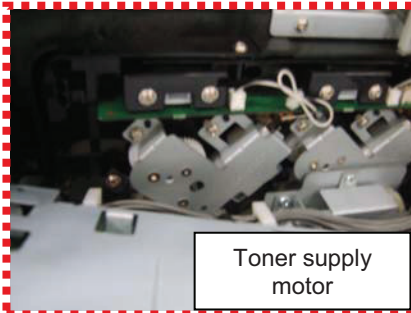
[case6] The toner supply pipe is blocked.



Check the toner supply pipe (Parts Catalog 12. No.34 Duct Toner)

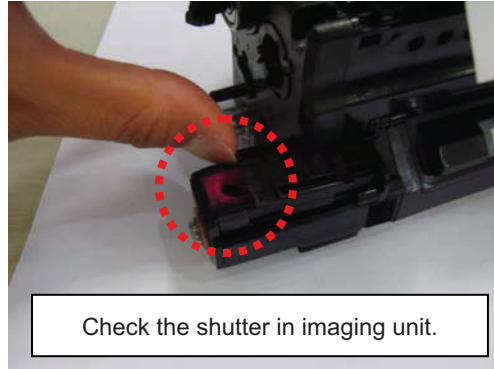
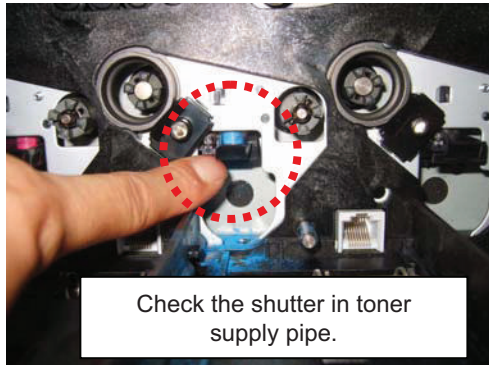
- ① Check if the shutter and spring is broken.
- ② Replace the broken part or clean the contaminated part.

<p>● Code : 06/25/26/27-012 06/25/26/27-017 06/25/26/27-024</p>	<p>● Error message : 06/25/26/27-012 : Imaging unit is not installed, Install it 06/25/26/27-017 : Imaging unit is not compatible, Check user's Guide 06/25/26/27-024 : Imaging unit is not compatible, Check user's Guide</p>
<p>● Symptom : When installing the new imaging unit, CRUM is not detected.</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. CRUM is defective. 2. The circuit related to CRUM has some problem. 	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Turn the machine off then on. 2. If the problem persists, take out the imaging unit and re-install it. 3. If the CRUM is defective, replace the toner cartridge. 4. In case that the circuit related to CRUM is defective, check the following. 	
	
<p><Imaging Unit Connector in SET></p>	<p>< Imaging Unit CRUM Connector ></p>
<ol style="list-style-type: none"> ① Check if the CRUM Connector in SET and is contaminated or broken. ② Check the circuit related to CRUM. 	

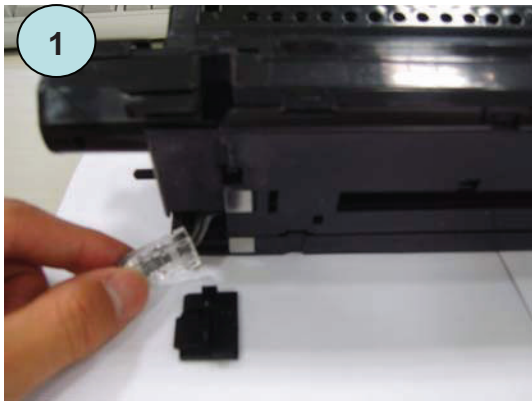
<div>● Code :</div> <div>06/25/26/27-013</div> <div>06/25/26/27-014</div> <div>06/25/26/27-015</div> <div>06/25/26/27-016</div>	<div>● Error message :</div> <div>06/25/26/27-013 : Imaging unit error: #06/25/26/27-013 Please open/close door</div> <div>06/25/26/27-014 : Imaging unit error: #06/25/26/27-014 Please open/close door</div> <div>06/25/26/27-015 : Imaging unit error: #06/25/26/27-015 Please open/close door</div> <div>06/25/26/27-016 : Imaging unit error: #06/25/26/27-016 Please open/close door</div>
<div>● Symptom : The toner supply into the Imaging Unit is abnormal. (06-Black / 25-Cyan / 26-Magenta / 27-Yellow)</div>	
<div>● Possible Cause:</div> <div>1. Black/Yellow/Cyan/Magenta toner cartridge is empty or the coupling does not work properly.</div> <div>2. The toner supply motor is defective or the supply shutter is defective.</div> <div>3. The sensor harness of the imaging unit is defective or the connector is not connected.</div>	
<div>● Troubleshooting method :</div> <div>[case1] If the toner cartridge is empty, replace it.</div> <div>If there is toner in the toner cartridge, check that coupling is rotated clockwise properly.</div> <div><div></div><div><Y / M / C></div></div> <div><div></div><div><Bk></div></div> <div>[case2-1] The toner supply motor is defective</div> <div><div></div><div></div><div></div></div> <div>Check if the toner supply motor (Parts Catalog 12. No.35 Toner Drive) is working.</div> <div><div>① Take out the Cyan toner cartridge.</div><div>② Enter the EDC mode. Execute the following test.</div><div>“Toner Dispense Motor Black” (code 111-030)</div><div>“Toner Dispense Motor Cyan” (code 111-020)</div><div>“Toner Dispense Motor Magenta” (code 111-010)</div><div>“Toner Dispense Motor Yellow” (code 111-000)</div></div> <div>③ If the motor is not working, replace it.</div>	

● Troubleshooting method :

[case2-2] The supply shutter is defective.



[case3] The sensor harness of the imaging unit is defective or the connector is not connected.



- . Separate the CRUM section.
- . Check if the sensor harness is defective or not connected.

● **Code : 07-000**
53-003

● **Error message** : Paper jam in front of finisher

● **Symptom** : Feed motor has stopped for printing job.

● **Possible Cause**: Gate sensor defect , Feed motor defect , Finisher main board defect.

● **Troubleshooting method** :

1. Check if the Finisher cable is connected to the machine.



4. Check if the gate sensor harness is connected properly or actuator is broken.



2. Open the finisher bottom cover and check the LED on the finisher main board.



5. Check if the Finisher Feed motor harness is connected or operated properly.



At that time, all finisher doors must be closed.
Check if the red, yellow, green LED are on.

3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.



6. If the problem persists, replace the finisher main board.

● **Code : 07-001**
53-004

● **Error message :** Paper jam inside of finisher

● **Symptom :** Feed motor and exit motor have stopped for initialization or printing job.

● **Possible Cause:** Gate sensor defect , Feed motor defect, Finisher main board defect

● **Troubleshooting method :**

1. Check if the Finisher cable is connected to the machine.



2. Open the finisher bottom cover and check the LED on the finisher main board.



At that time, all finisher doors must be closed.
Check if the red, yellow, green LED are on.

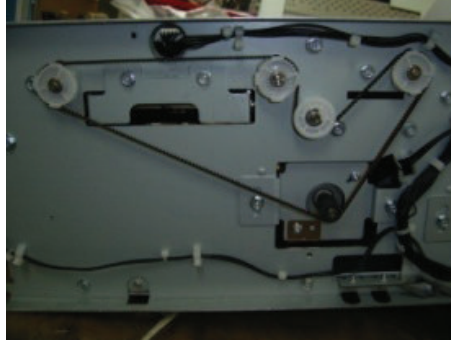
3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.



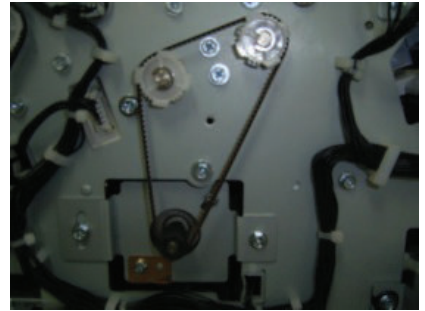
To be continued on next page...

● Troubleshooting method :

4. Check if the gate sensor harness is connected properly or actuator is broken.
Check if the Finisher Feed motor harness is connected or operated properly.



5. Check if the finisher exit sensor harness is connected properly or actuator is broken.
Check if the finisher exit motor harness is connected or operated properly.



6. If the problem persists, replace the finisher main board.

● **Code : 07-002**
53-005

● **Error message** : Paper jam at exit of finisher

● **Symptom** : Exit motor has stopped for printing job.

● **Possible Cause**: Exit sensor defect , Exit motor defect ,Finisher main board defect.

● **Troubleshooting method** :

1. Check if the Finisher cable is connected to the machine.



2. Open the finisher bottom cover and check the LED on the finisher main board.

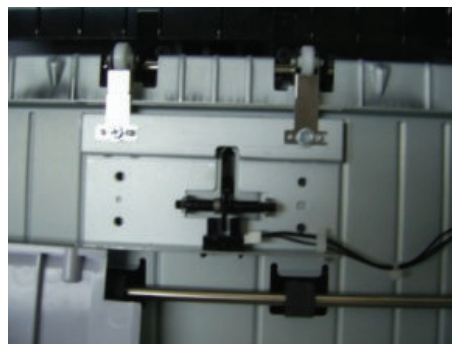


At that time, all finisher doors must be closed.
Check if the red, yellow, green LED are on.

3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.



4. Check if the finisher exit sensor harness is connected properly or actuator is broken.





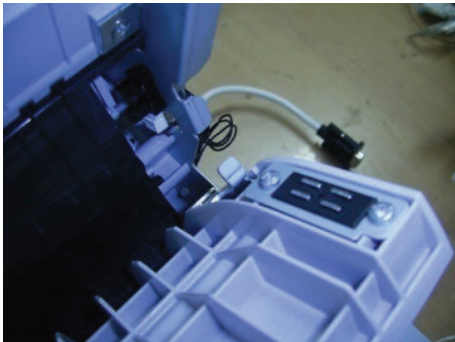

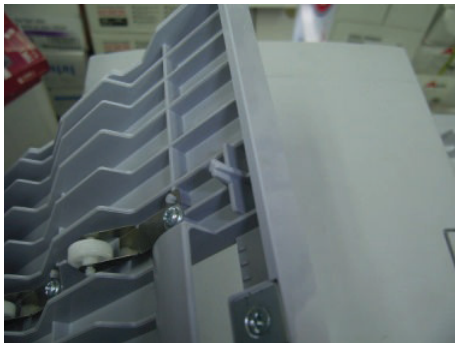
5. Check if the finisher exit motor harness is connected or operated properly.







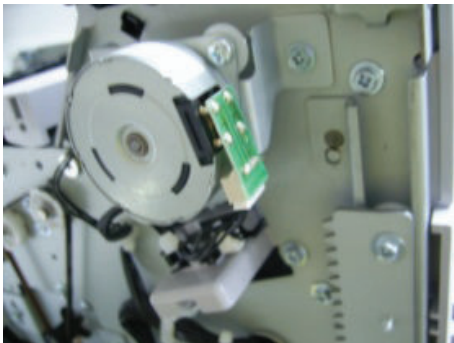
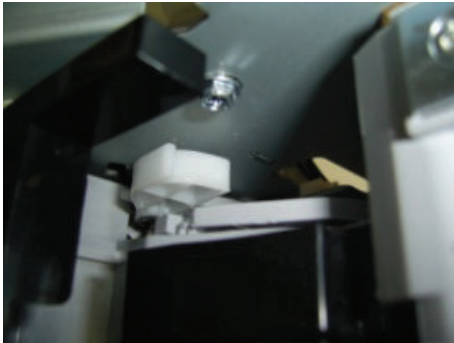

6. If the problem persists, replace the finisher main board.


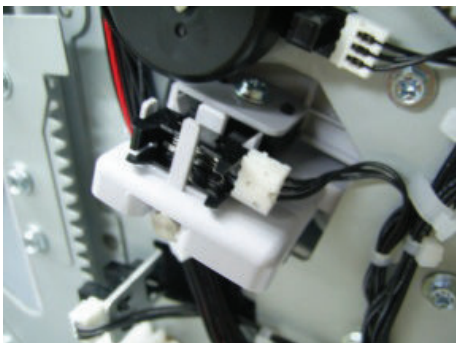

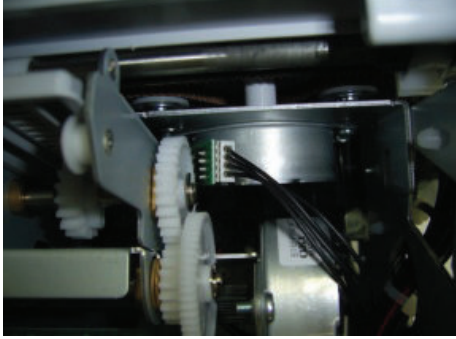


● Code : 07-003 53-006	● Error message : Paper jam inside finisher's duplex
● Symptom : The paper has stopped at finisher duplex sensor for duplex job.	
● Possible Cause: Duplex sensor defect, Finisher main board defect	
● Troubleshooting method : 1. Check if the Finisher Duplex harness is connected properly or actuator is broken. <div data-bbox="209 533 555 828" data-label="Image"> </div> 2. If the problem persists, replace the finisher main board.	
● Code : 07-004	● Error message : Too much paper in finisher stacker. Remove printed paper
● Symptom : There are too much paper in finisher tray.	
● Possible Cause: Stacker height detection sensor defect, finisher main board defect.	
● Troubleshooting method : 1. Remove the paper in finisher tray. If the paper is removed, stacker tray will lift up. If the stacker tray does not lift up, follow the next step. 2. Check if the stacker height detection sensor is connected properly or actuator is broken. <div data-bbox="209 1288 622 1597" data-label="Image"> </div> 3. Check if the stacker top detection sensor is connected and operated properly. <div data-bbox="209 1664 622 1973" data-label="Image"> </div> 4. If the problem persists, replace the finisher main board.	




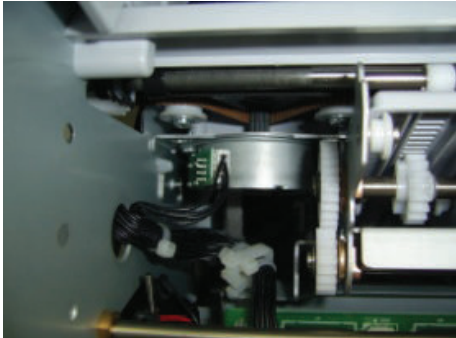
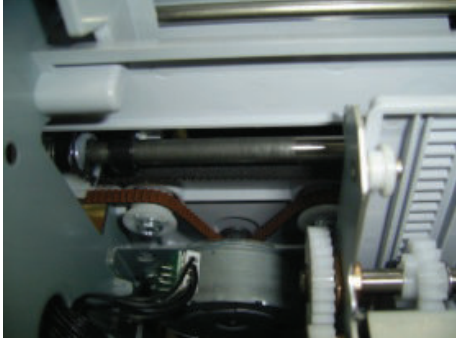

<p>● Code : 07-005 07-015</p>	<p>● Error message : Staple cartridge is not installed. Install it in finisher Staple cartridge is empty. Replace it</p>
<p>● Symptom : Stapler does not work.</p>	
<p>● Possible Cause: Stapler harness defect, Staple cartridge set sensor defect, Finisher Main Board defect</p>	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check if the stapler harness is connected properly. <div data-bbox="209 613 571 887" data-label="Image"> </div> <ol style="list-style-type: none"> 2. Check if the staple cartridge is installed properly. 3. Check if the staple cartridge set sensor is operated properly. 4. If the problem persists, replace the finisher main board. 	

● Code : 07-006	● Error message : Finisher door is open. Close it
● Symptom : Finisher could not be supplied with 24V power. So finisher has stopped.	
<p>● Possible Cause :</p> <p>Some covers of the finisher and mail box are not closed.</p> <p>Finisher and mail box cover S/W harness is not connected properly.</p> <p>Finisher Jam door sensor is broken.</p> <p>Finisher main board is broken.</p>	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check if all cover of the Finisher and Mailbox is opened. Close all covers perfectly. 2. If the problem persists, check if the finisher cover S/W harness is connected and operated properly. 	
	
<ol style="list-style-type: none"> 3. Check if the Finisher jam door sensor harness is connected properly. Check if the Finisher jam door flag is broken. 	
<div style="display: flex; justify-content: space-around;">   </div>	
<ol style="list-style-type: none"> 4. Check if the Mailbox door S/W harness is connected properly. Check if the Mailbox cover flag is broken. 	
<div style="display: flex; justify-content: space-around;">   </div>	
<ol style="list-style-type: none"> 5. If the problem persists, replace the finisher main board. 	

● Code : 07-007	● Error message : Finisher error: #07-007. Please turn off then on
● Symptom : Finisher does not work because of communication error between finisher and engine.	
● Possible Cause : Interface Cable connection error, Interface Cable defect, Finisher Main Board defect	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check the Finisher I/F Cable is connected properly. Reconnect it. 2. If the problem persists, replace the Interface Cable.  <ol style="list-style-type: none"> 3. If the problem persists, replace the finisher main board. 	

● Code : 07-008	● Error message : Finisher error: #07-008. Please turn off then on
● Symptom : Main Paddle does not work.	
● Possible Cause : Paddle Home Sensor defect, Paddle motor defect , Main board defect	
● Troubleshooting method :	
1. Check if the Finisher cable is connected to the machine.	4. Check it the finisher paddle home sensor harness is connected properly.
	
2. Open the finisher bottom cover and check the LED on the finisher main board.	5. Check if the paddle motor harness is connected properly.
	
At that time, all finisher doors must be closed. Check if the red, yellow, green LED are on.	6. Check if the compile separate cam is operated properly.
3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.	
	7. If the problem persists, replace the finisher main board.

<p>● Code :07-009</p>	<p>● Error message : Finisher error: #07-009. Please turn off then on</p>
<p>● Symptom : Front Jogger does not work.</p>	
<p>● Possible Cause: Front Jogger Home Sensor defect, Front Jogger Motor defect, Finisher main board defect.</p>	
<p>● Troubleshooting method :</p>	
<p>1. Check if the Finisher cable is connected to the machine.</p>	<p>4. Check if the finisher front jogger home sensor harness is connected properly.</p>
	
<p>2. Open the finisher bottom cover and check the LED on the finisher main board.</p>	<p>5. Check if the finisher front jogger motor harness is connected properly.</p>
	
<p>At that time, all finisher doors must be closed. Check if the red, yellow, green LED are on.</p>	<p>6. Check if the front jogger shaft is contaminated.</p>
<p>3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.</p>	
	<p>7. If the problem persists, replace the finisher main board.</p>

<p>● Code :07-010</p>	<p>● Error message : Finisher error: #07-010. Please turn off then on</p>
<p>● Symptom : Rear Jogger does not work.</p>	
<p>● Possible Cause: Rear Jogger Home Sensor defect, Rear Jogger Motor defect, Finisher main board defect</p>	
<p>● Troubleshooting method :</p>	
<p>1. Check if the Finisher cable is connected to the machine.</p>	<p>4. Check if the finisher rear jogger home sensor harness is connected properly.</p>
	
<p>2. Open the finisher bottom cover and check the LED on the finisher main board.</p>	<p>5. Check if the finisher rear jogger motor harness is connected properly.</p>
	
<p>At that time, all finisher doors must be closed. Check if the red, yellow, green LED are on.</p>	<p>6. Check if the rear jogger shaft is contaminated.</p>
<p>3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.</p>	
	<p>7. If the problem persists, replace the finisher main board.</p>

● **Code :07-011**

● **Error message :** Finisher error: #07-011. Please turn off then on

● **Symptom :** Extension Tray does not work.

● **Possible Cause:** Extension Tray Home Sensor defect, Extension Tray Motor defect, Finisher main board defect

● **Troubleshooting method :**

1. Check if the Finisher cable is connected to the machine.



2. Open the finisher bottom cover and check the LED on the finisher main board.



At that time, all finisher doors must be closed. Check if the red, yellow, green LED are on.

3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.



4. Check if the finisher extension tray home sensor harness is connected properly.









5. Check if the finisher extension tray motor harness is connected properly.







6. Check if the bracket of the finisher extension tray home sensor has deformed. (Check if the bracket meets at right angles.)



7. If the problem persists, replace the finisher main board.

● Code :07-012	● Error message : Finisher error: #07-012. Please turn off then on
● Symptom : Ejector does not work.	
● Possible Cause : Ejector Home/Encoder Sensor defect, Extension Tray Motor defect , Eject Belt defect, Finisher Main Board defect	
● Troubleshooting method :	
1. Check if the Finisher cable is connected to the machine.	4. Check if the eject home sensor harness is connected properly and the actuator is broken.
	
2. Open the finisher bottom cover and check the LED on the finisher main board.	5. Check if the ejector motor harness is connected properly.
	
At that time, all finisher doors must be closed. Check if the red, yellow, green LED are on.	6. Check if the ejector motor encoder is idling in the motor shaft.
3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.	7. Check if the eject belt is broken.
	
	8. If the problem persists, replace the finisher main board.

● Code :07-013	● Error message : Finisher error: #07-013. Please turn off then on
● Symptom : Stapler does not work.	
● Possible Cause : Paper detect sensor defect, Stapler defect., Stapler head defect, Finisher main board defect.	
● Troubleshooting method :	
1. Check if the Finisher cable is connected to the machine.	4. Check if the paper detect sensor harness is connected properly and contaminated.
	
2. Open the finisher bottom cover and check the LED on the finisher main board.	5. Check if the stapler harness is connected properly.
	6. Check if the stapler head section is broken by the staple chip.
At that time, all finisher doors must be closed. Check if the red, yellow, green LED are on.	
3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.	7. If the problem persists, replace the finisher main board.
	

● **Code :07-014**

● **Error message** : Finisher error: #07-014. Please turn off then on

● **Symptom** : Stack Unit does not work.

● **Possible Cause**: Stacker Upper Limit sensor defect, Stack Full sensor defect, Stack Lower S/W defect, Stacker Motor defect, Finisher Main Board defect.

● **Troubleshooting method** :

1. Check if the Finisher cable is connected to the machine.



2. Open the finisher bottom cover and check the LED on the finisher main board.



At that time, all finisher doors must be closed.

Check if the red, yellow, green LED are on.

3. If the yellow LED is not on, check the connection of the switch in the Finisher Front Door.



To be continued on next page...

● Troubleshooting method :

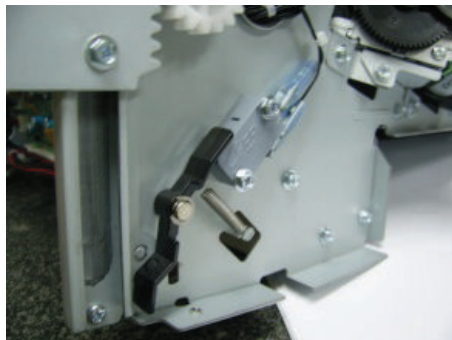
4. Check if the stacker upper limit sensor harness is connected properly and the actuator is broken.



5. Check if the stacker motor harness is connected properly.



6. Check if the Stack Full sensor harness and Stacker Lower S/W harness are connected properly.



7. If the problem persists, replace the finisher main board.

● **Code : 08-000**
08-001

● **Error message :** Original paper jam in front of scanner
Original paper does not feed in scanner

● **Symptom :**

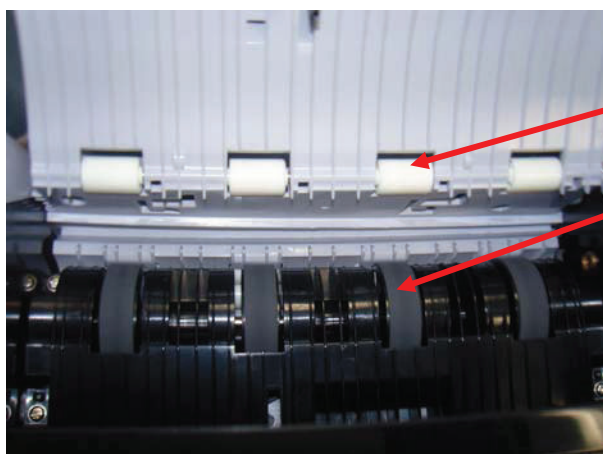
The lead edge of the document failed to actuate the scan sensor within the correct time after actuating the registration sensor.

● **Possible Cause:**

1. Scan roller or Idle roller is defective.
2. Scan sensor or actuator is defective.
3. Document paper path is contaminated.

● **Troubleshooting method :**

1. Check if the Scan roller and the Idle roller are operated properly.

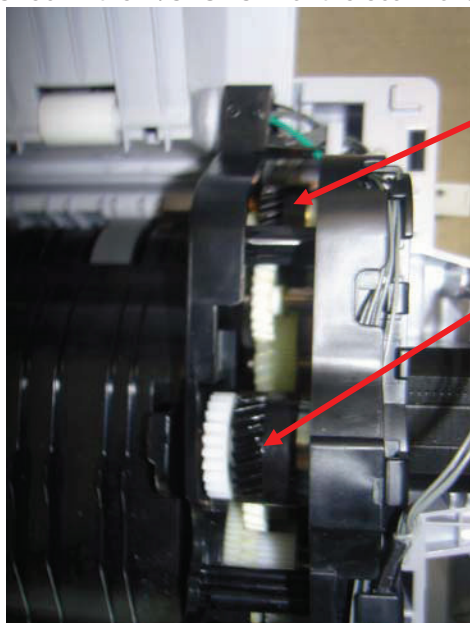


Idle Roller

Scan Roller

2. Check if the scan sensor is operated. (chapter 2. : 2.3.3.7 Sensor No,50)

3. Check if the E/CLUTCH for the scan roller is operated properly.



E/Clutch for the scan roller

E/Clutch for the P/up roller

● **Code :08-002**

● **Error message :** Original paper jam inside of scanner

● **Symptom :**

The lead edge of the document has not reached to scan sensor after being sensed by the regi sensor.

● **Possible Cause :**

1. Gate sensor or actuator is defective.
2. Document paper path is contaminated.
3. WHITE BAR SHEET is not attached properly.
4. WHITE BAR is defective.

● **Troubleshooting method :**

1. Check if the gate sensor is operated properly. (service Manual 2.3.3.7 Sensor 51,53)
2. Check if the WHITE BAR SHEET is attached properly.



White Bar

3. In case that the document is jammed between white bar and glass, check if the WHITE BAR get curved.
4. Check if the document paper path is contaminated.

● **Code : 08-003**
08-010

● **Error message** : Original paper jam while reversing paper in scanner
Original paper jam inside of scanner duplex path

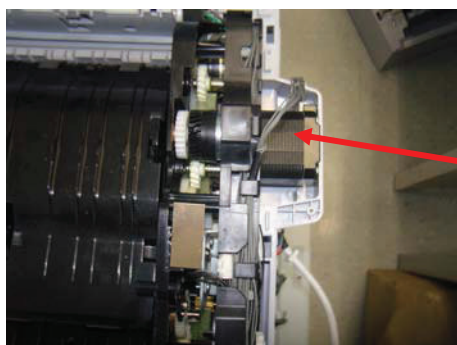
● **Symptom** : At duplex scan, the lead edge of the document has not reached to the duplex sensor after scanning the front side.

● **Possible Cause:**

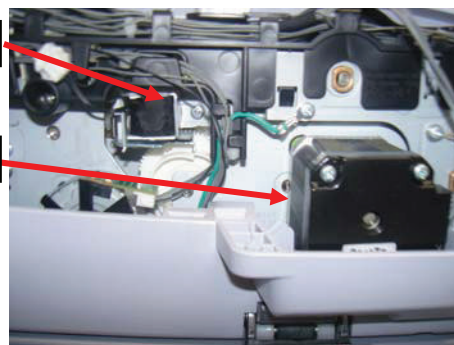
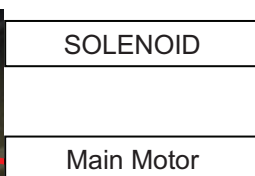
1. Duplex sensor or actuator is defective.
2. There is the contamination on paper path or a defective assembly.
3. Gate duplex does not work properly.
4. Duplex motor is defective.

● **Troubleshooting method :**

1. Check if the gate sensor is defective. (service Manual 2.3.3.7 Sensor 51)
2. Check if the document paper path is contaminated.
3. Check if the solenoid is operated properly.

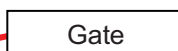


< Top view >



< Rear view >

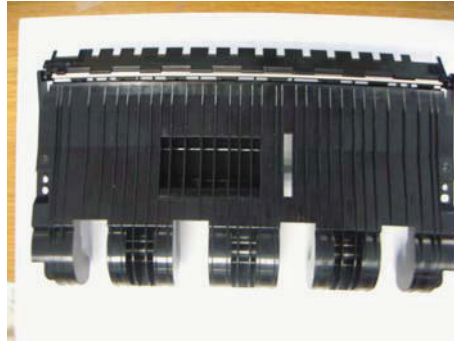
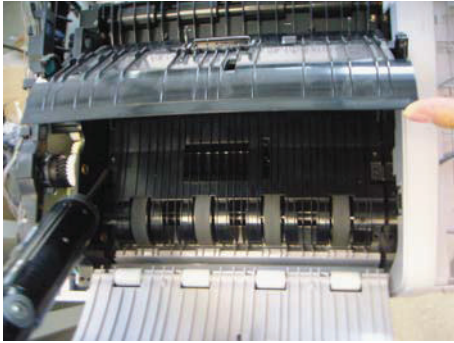
==>Check it the Gate is rotating.



To be continued on next page...

● Troubleshooting method :

<To check the Gate rotation, disassemble the cover duplex. >



< Cover Duplex >

==>Check if the Gate position sensor is operated properly. (service Manual 2.3.3.7 Sensor 53)

4. Check if the duplex motor is operated properly. Check the connection.



DUPLEX MOTOR

● Code : 08-004	● Error message : Original paper jam in front of scanner duplex path
● Symptom : The bottom edge of the document failed to pass the scan sensor after the lead edge of the document has reached to the duplex sensor and scan sensor.	
● Possible Cause: 1. Scan sensor or actuator is defective. 2. There is the contamination on paper path or a defective assembly.	
● Troubleshooting method : 1. Check if the scan sensor (<i>service Manual 2.3.3.7 Sensor 50</i>) is operated properly. 2. Check if there is the contamination on paper path or a defective assembly.	

● Code : 08-006	● Error message : Original paper jam inside of scanner
● Symptom : The document is detected by sensors (Regi, Scan, Gate, Duplex, Reverse Stack) after initialization.	
● Possible Cause: 1. Jam sensors and actuators are defective. 2. There is the jammed document in the DADF.	
● Troubleshooting method : 1. Check if Jam sensors (<i>service Manual 2.3.3.7 Sensor 50,51,52,53,55</i>) are operated properly. 2. Remove the jammed paper in the DADF.	

● Code : 08-008	● Error message : Top door of scanner is open
● Symptom : DADF door is opened.	
● Possible Cause: : The cover open sensor is defective.	
● Troubleshooting method : Check if the cover open sensor(<i>service Manual 2.3.3.7 Sensor 49</i>) is operated properly.	

● **Code : 08-007**

● **Error message** : Original paper is too long for scanner. Check size

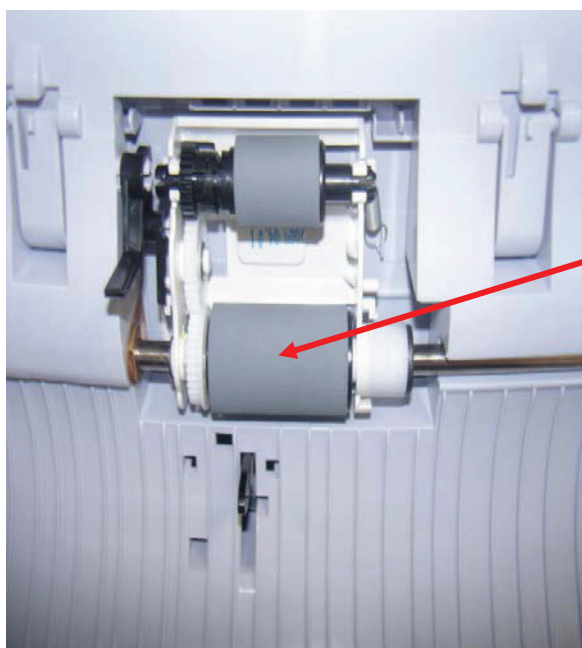
● **Symptom** : The bottom edge of the document failed to pass the gate sensor after the lead edge of the document has reached at gate sensor.

● **Possible Cause** :

1. Check the document length is satisfied in specification.
2. Check if ADF roller and ADF rubber is worn out or their surface are contaminated.

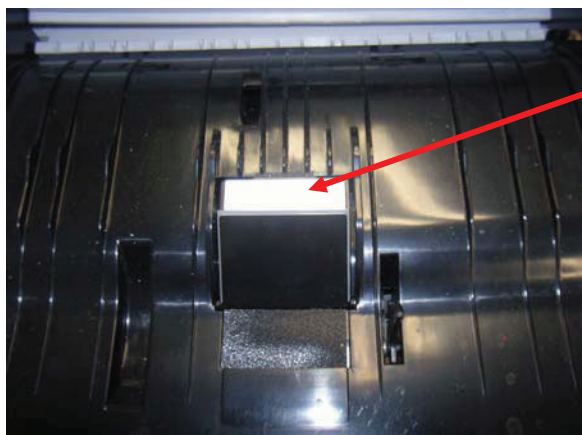
● **Troubleshooting method** :

1. If the ADF roller is worn out or its surface is contaminated, clean or replace it.



ADF Roller

2. If the ADF rubber is worn out or its surface is contaminated, clean or replace it.



ADF Rubber

● **Code : 10-001**

● **Error message** : Memory failure: #10-001. Please turn off then on

● **Symptom** : At system booting, the memory could not be detected.

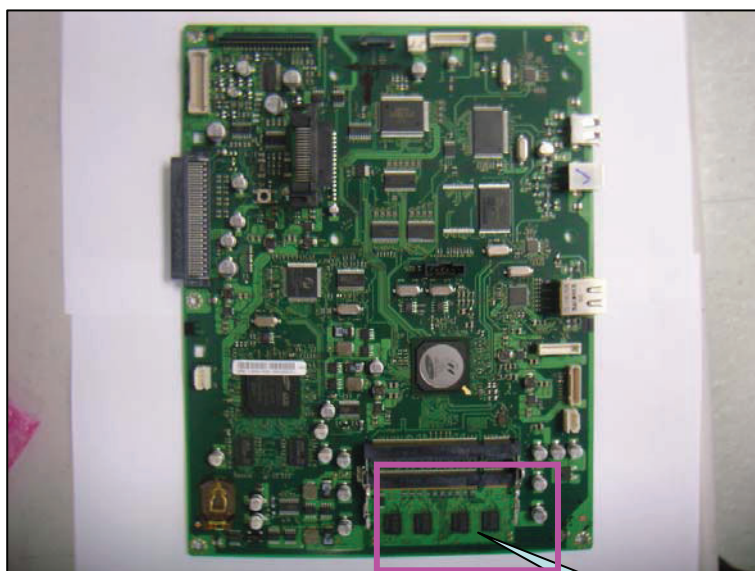
● **Possible Cause** :

1. The memory is not installed.
2. The memory is installed but it is not inserted in the slot properly.
3. The memory is broken.

● **Troubleshooting method** :

1. Turn the machine off. Remove the memory on Memory DIMM Slot and insert it again.
2. Check if the memory DIMM is supported in this machine. If or not, replace the memory DIMM.
3. If the problem persists after turning on machine, replace the memory DIMM.

< Video Board >



Memory

● **Code : 10-002**

● **Error message** : Fax unit error: #10-002. Please turn off then on

● **Symptom** :Fax unit has some problem.

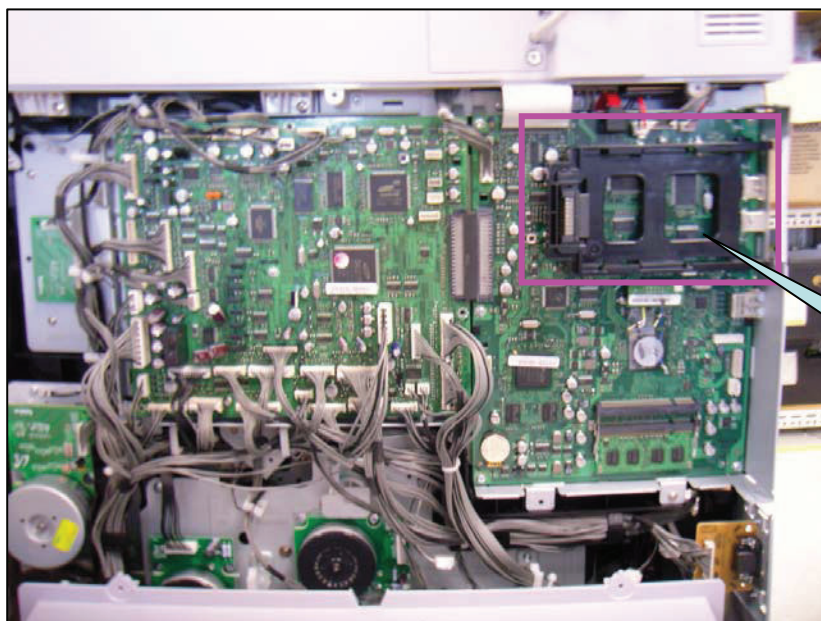
● **Possible Cause :**

1. The fax card is not installed.
2. The fax card is not installed properly.
3. The fax card is broken.
4. The modem install is not done after installing the fax card

● **Troubleshooting method :**

1. Replace the fax unit and check if it is working properly.
2. If the problem persists after replacing the fax unit, replace the video board.

< Engine Board & Video Board >



Fax unit case

● **Code : 10-003**

● **Error message** : Hard disk drive error: #10-003. Please turn off then on

● **Symptom** : HDD has some problem.

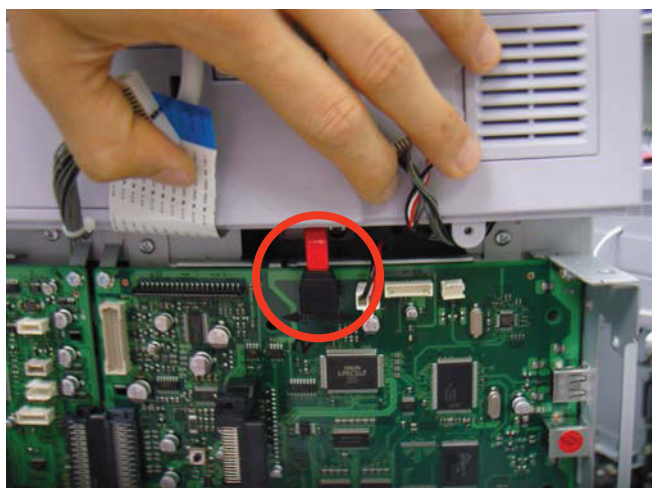
● **Possible Cause** :

1. Hard disk is not installed.
2. Hard disk is not installed properly.
3. Hard disk is broken.

● **Troubleshooting method** :

1. Turn the machine off. If the hard disk is not installed, install it.
2. Check if the hard disk connector is connected correctly. Reconnect it and turn the machine on.
3. If the problem persists, replace the new hard disk.
4. If the problem persists after replacing the hard disk, replace the video board.

< Video Board SATA Connector >



< HDD 80G, 160G >



● **Code : 10-004**

● **Error message** : System error: #10-004. Please turn off then on

● **Symptom** : Machine operation is abnormal.

● **Possible Cause** : GUI data communication error between video board and OPE board.

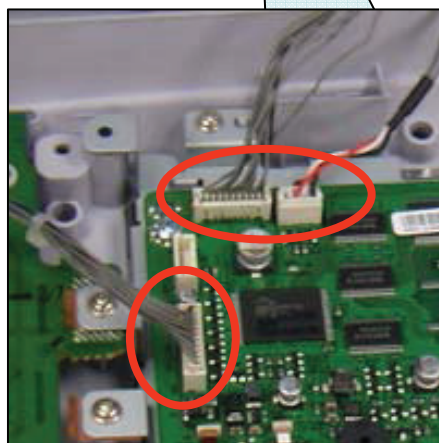
● **Troubleshooting method** :

1. Check if the connector on OPE board is connected properly. Reconnect it.
If the problem persists, replace the OPE board.


< Turn up OPE >



< Check the OPE connector >



2. If the problem persists after replacing the OPE board, replace the video board.

● Code : 10-006	● Error message : Communication problem occurred with scanner unit
● Symptom : Communication error occurred with scanner board.	
● Possible Cause : Communication error occurred with scanner board.	
<p>● Troubleshooting method :</p> <p>1. Check if the DADF connector is connected properly. Reconnect it.</p> <p style="text-align: center;">< DADF Connector ></p>  <p>2. If the connection has no problem, replace the DADF board. (Refer to 3.2.2.2 DADF in chapter 3)</p> <p>3. If the problem persists after replacing the DADF, replace the video board.</p>	

● Code : 10-008	● Error message : Communication problem occurred with tray 2 Communication problem occurred with tray 2(HCF)
● Symptom : Tray2 or HCF is not connected to the machine properly.	
● Possible Cause : 1. Option Tray Connection is defective. 2. Engine Board is defective.	
● Troubleshooting method : 1. Check if the connection between the set and the tray2 (or HCF) is correct. If the connection is correct, replace the tray2(or HCF) board. 2. If the problem persists after replacing the tray2 (or HCF) board , replace the engine board.	

● Code : 10-009	● Error message : Communication problem occurred with tray 3
● Symptom : Tray3 is not connected to the machine properly.	
● Possible Cause : 1. Option Tray Connection is defective. 2. Engine Board is defective.	
● Troubleshooting method : 1. Check if the connection between the set and the tray3 is correct. If the connection is correct, replace the tray3 board. 2. If the problem persists after replacing the tray3 board , replace the engine board.	

● **Code :11-003**

● **Error message** : Scanner locking switch is locked or another problem occurred

● **Symptom** : Scanner locking switch is locked or Home checking is abnormal.

● **Possible Cause:**

1. Scanner locking switch is locked.
2. Scan motor is broken away.
3. Home sensor is defective.

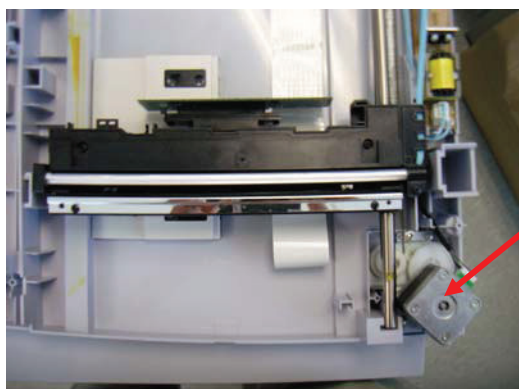
● **Troubleshooting method** :

1. Unlock the locking switch.



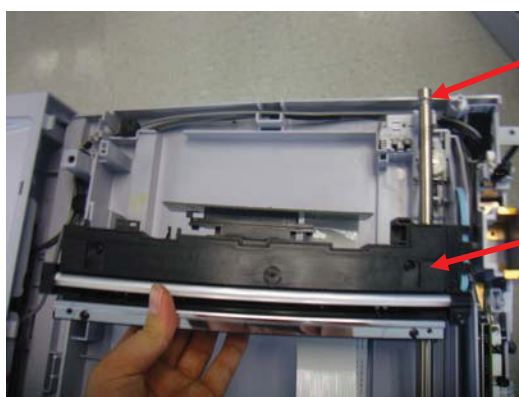
Locking switch

2. Check if the scan motor is assembled and the harness is connected properly.



Motor

3. Check if there is any problem between the CCDM and the shaft.



Shaft

CCDM

4. Check if the scan home sensor is operated properly. (service Manual 2.3.3.7 Sensor 48)

● **Code : 12-001**

● **Error message** : Load tray 2 (or HCF) with [Letter], [Plain] paper

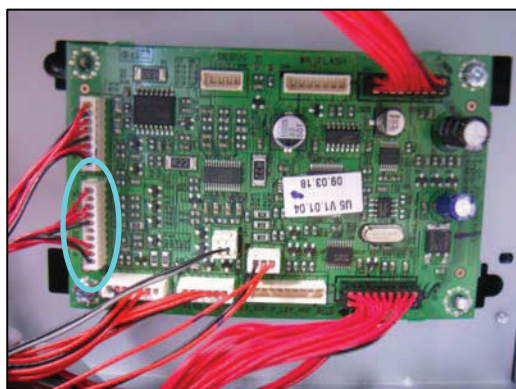
● **Symptom** :

The paper in tray is not proper.

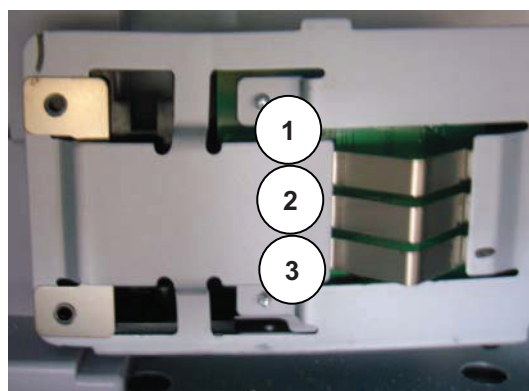
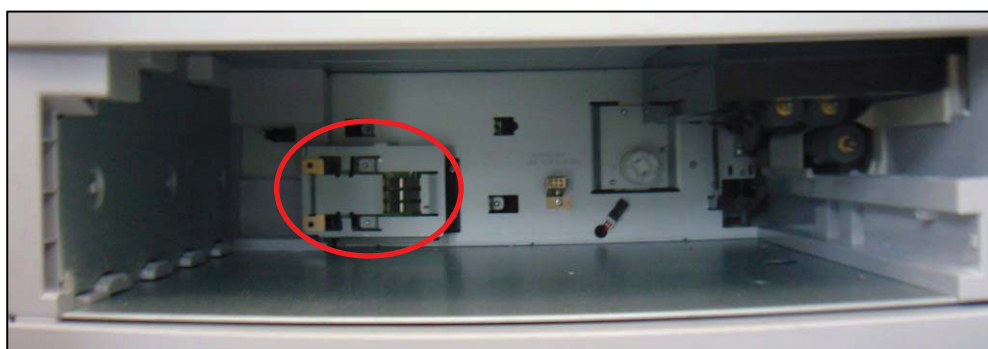
● **Possible Cause**:

1. Check the harness and connector of the Trya2 (or HCF) Size1/2/3 Sensor.
2. Tray2 (or HCF) Size1/2/3 Sensor is defective.

● **Troubleshooting method** :



1. Check if the Harness is defective.
Check if the connector is connected properly.



2. Enter the EDC mode. Execute the tray2 (or HCF) Size1/2/3 Sensor test.
(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-090 (100, 110)** → Start → Operation Check → Stop)

● **Code : 12-002**

● **Error message** : Load tray 3 with [Letter], [Plain] paper

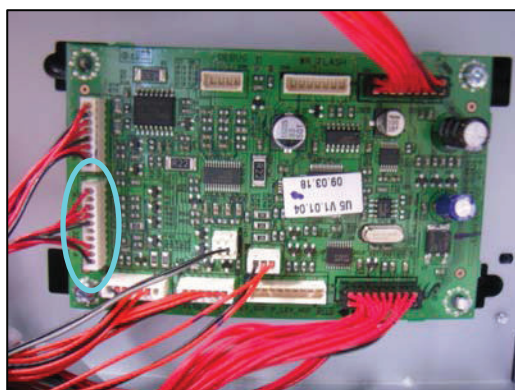
● **Symptom** :

The paper in tray is not proper.

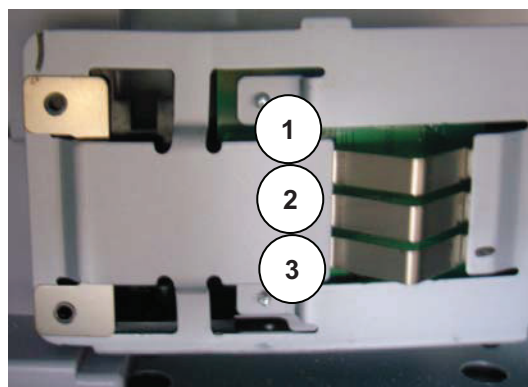
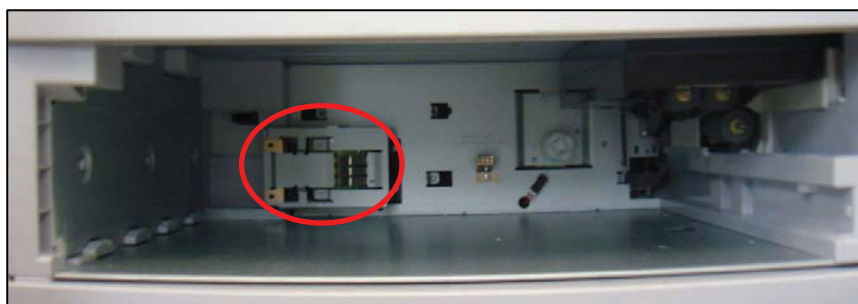
● **Possible Cause**:

1. Check the harness and connector of the Tray3 Size1/2/3 Sensor.
2. Tray3 Size1/2/3 Sensor is defective.

● **Troubleshooting method** :



1. Check if the Harness is defective.
Check if the connector is connected properly.



2. Enter the EDC mode. Execute the tray3 Size1/2/3 Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-160 (170, 040)** → Start → Operation Check → Stop)

● **Code : 13-000**

● **Error message** : This IP address conflicts with that of other system. Check it

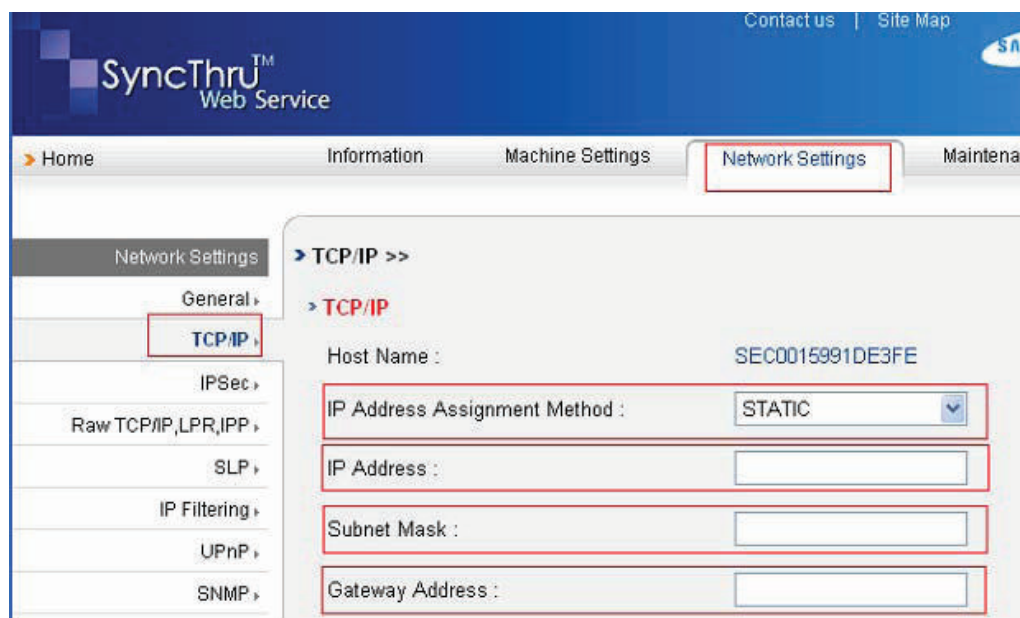
● **Symptom** : Can not access to SWS. Can not print the page by the network.

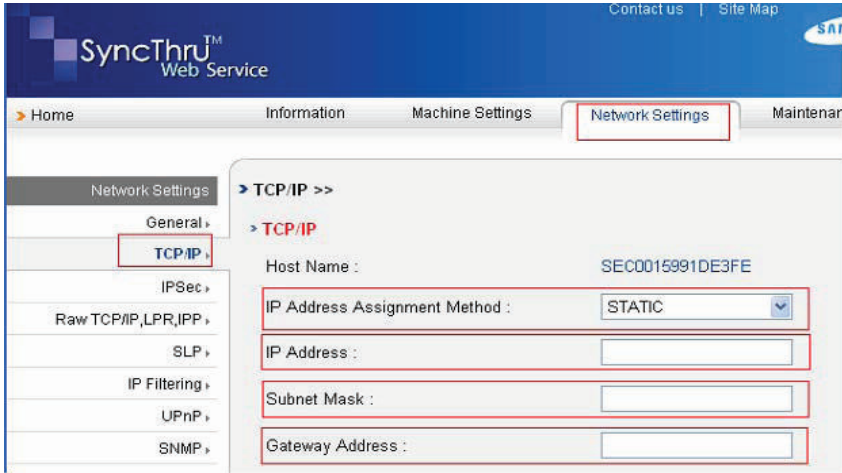
● **Possible Cause** :

IP address conflicts with that of other system.

● **Troubleshooting method** :

1. Unplug the LAN cable.
2. To initialize the arp table, type 'arp -d' on MS-DOS prompt and press the enter key.
3. To check using IP, type 'ping ip-address' on MS-DOS prompt.
(You can check the host name by typing 'nbtstat -a ip-address' on MS-DOS prompt.)
4. Change the machine's IP or other device's IP.



<p>● Code : 13-003 13-004 13-005 13-006</p>	<p>● Error message : BOOTP error. Switching to Auto IP BOOTP error. Reconfigure DHCP or static IP DHCP error. Switching to Auto IP DHCP error. Reconfigure BOOTP or static IP</p>
<p>● Symptom : The IP of the printer is set up to Auto IP (169.254.133.x) Can not access to SWS. Can not print the page by the network.</p>	
<p>● Possible Cause :</p> <ul style="list-style-type: none"> - IP address is set up to BOOTP but BOOTP server does not respond. So, IP address is switching to AUTO IP. - IP address is set up to BOOTP but BOOTP server does not respond. So, IP address is not assigned and Auto IP is not operated. - IP address is set up to DHCP but DHCP server does not respond. So, IP address is switching to AUTO IP. - IP address is set up to DHCP but DHCP server does not respond. So, IP address is not assigned and Auto IP is not operated. 	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check if BOOTP (or DHCP) server is operated properly.(Check if both DHCP and BOOTP are operated.) 2. Change the IP address to subnet address that is the same with PC by using LUI or SetIP. <p>ex) PC : 10.88.195.100 Printer: 10.88.195.101</p> <ol style="list-style-type: none"> 3. Access to SWS with changed address and change the IP address assignment method. 	

● **Code : 13-007**

● **Error message** : 802.1x authentication failed. Please Contact the System Administrator.

● **Symptom** : Can not access to SWS. Can not print the page by the network.

● **Possible Cause** :

Can not get the authentication from server after setting up to 802.1x on SWS. Can not access to network.

● **Troubleshooting method** :

1. Check if the 802. 1x Authentication is 'Enable'.
2. Check if the Authentication method is selected properly.
3. Check if the User Name/Password is entered properly.
4. Inquire of authentication server manager about the problem.

The screenshot displays the Samsung SyncThru Web Service interface for 802.1x Configuration. The main content area is titled '802.1x Configuration >>'. Under the '802.1x' section, the '802.1x Authentication Enable' dropdown is set to 'Enable', and the 'Authentication method' dropdown is set to 'EAP-MD5'. The 'Credentials' section contains 'User Name' and 'Password' input fields, which are highlighted with a red rectangular box. At the bottom of the configuration area, there are 'Apply' and 'Undo' buttons. The left sidebar shows a navigation menu with options like 'General', 'EtherTalk', 'TCP/IP', 'IPSec', 'Raw TCP/IP, LPR, IPP', 'SLP', 'IP Filtering', 'UPnP', 'SNMP', 'Telnet', and '802.1x'. The top of the interface features the 'SyncThru Web Service' logo and a 'SAMSUNG' logo.

● **Code :**

18-000

18-001

18-002

● **Error message :**

Too many faxes are received. Print or remove received fax.

Fax memory is full. Print or remove received fax Job

Too many faxes are queued to be sent. Wait or remove queued job.

● **Symptom :** Can not execute the Fax function.

● **Possible Cause :**

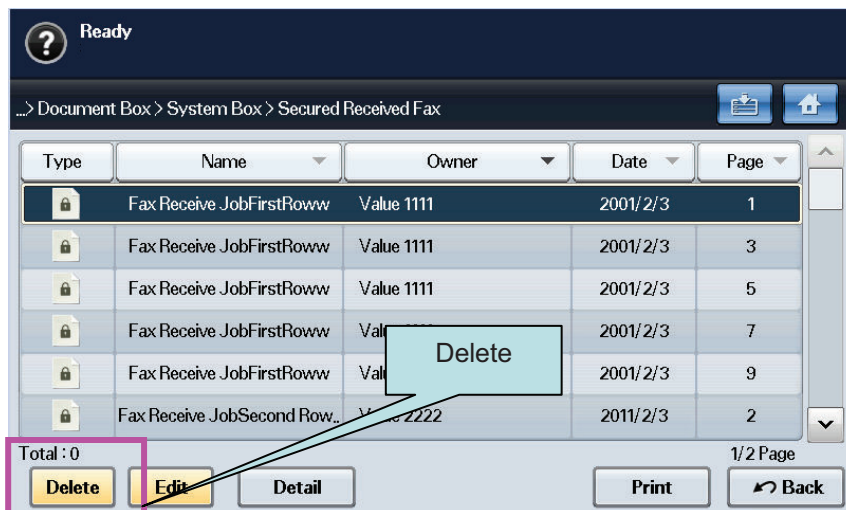
There is not enough fax memory.

● **Troubleshooting method :**

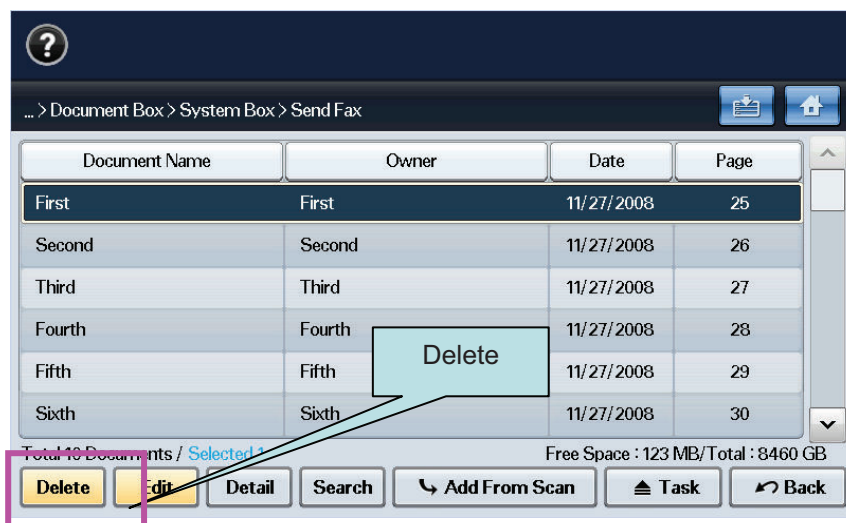
1. To print the received fax job, check the following.

- If there is no paper in tray, load it.
- If the toner cartridge is empty, replace it.

2. Delete the stored fax job. (Document box > System Box > Secured Received Fax)



3. Delete the stored fax job. (Document box > System Box > Send Fax)



● **Code : 21-003**

● **Error message** : Tray 1 cassette is pulled out. Insert it properly

● **Symptom** :

Tray1 cassette is inserted in machine but error message is displayed.

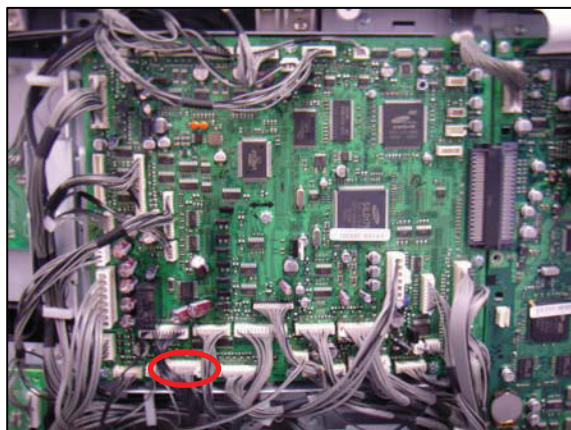
● **Possible Cause:**

1. The connector of the Tray1 Home Position Sensor is not connected properly.
2. Tray1 Home Position Sensor is defective.

● **Troubleshooting method** :

1. Check if the Harness is defective.

Check if the connector is connected properly.



2. Check the following.

- Check if the Tray1 Home Position Sensor is assembled properly.
- Check if the Tray1 Home Position Sensor harness is connected properly.
- Enter the EDC mode. Execute the Tray1 Home Position Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-000** → Start → Operation check → Stop)



● **Code : 21-004**

● **Error message** : Paper is low in tray 1. Load paper

● **Symptom :**

There are enough papers in tray1 but error message is displayed.

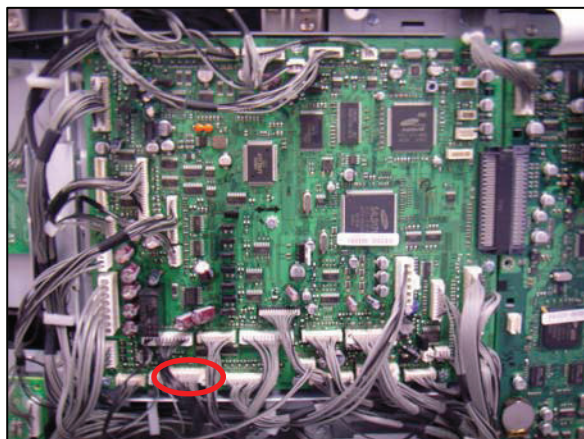
● **Possible Cause:**

1. Tray1 Paper Low Sensor harness is not connected properly.
2. Tray1 Paper Low Sensor is defective.

● **Troubleshooting method :**

1. Check if the Harness is defective.

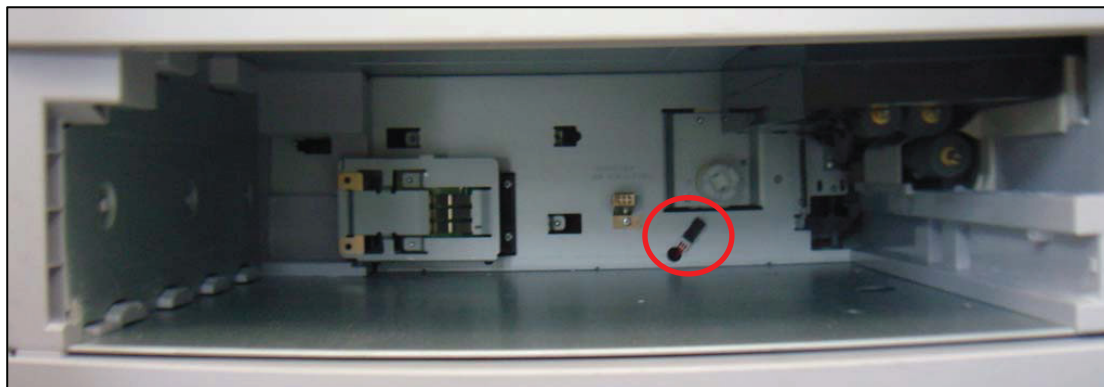
Check if the connector is connected properly.

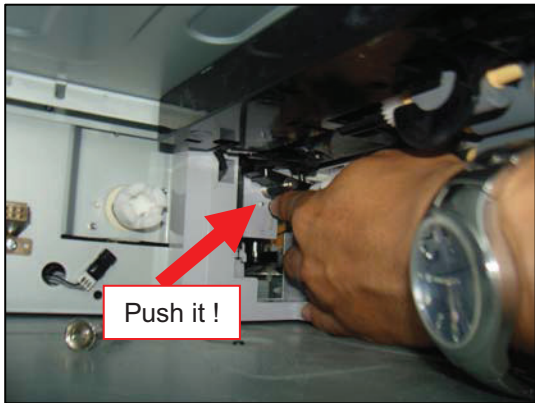
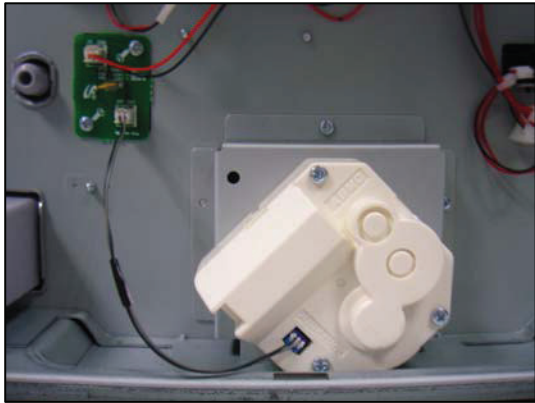


2. Check the following.

- Check if the Tray1 Paper Low Sensor is assembled properly.
- Check if the Tray1 Paper Low Sensor harness is connected properly.
- Enter the EDC mode. Execute the Tray1 Paper Low Sensor test.

(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-060** → Start → Operation check → Stop)



<p>● Code : 21-006 21-022 21-030</p>	<p>● Error message : Elevating unit in tray 1 has problem. Pull tray 1 out and insert it Elevating unit in tray2 (or HCF) has problem. Pull tray2 (or HCF) out and insert it Elevating unit in Tray3 has problem. Pull Tray3 out and insert it</p>
<p>● Symptom : Tray1 is inserted in the machine but the elevating unit does not work. Tray2 (or HCF) is inserted in the machine but the elevating unit does not work. Tray3 is inserted in the machine but the elevating unit does not work.</p>	
<p>● Possible Cause: 1. Elevating Sensor is defective. 2. Elevating Motor connector is not connected properly. .</p>	
<p>● Troubleshooting method :</p> <div data-bbox="207 918 743 1319">  </div> <div data-bbox="207 1429 743 1830">  </div> <div data-bbox="791 918 1414 1574"> <p>Before checking this, check '21-003' or '21-009' error troubleshooting.</p> <p>1. Push the elevating sensor actuator while the tray1(2/ 3/ HCF) home position sensor is on.</p> <p>2. Check if the Tray1 (2 / 3/ HCF) Elevating Motor is assembled properly.</p> <p>3. Check if the Tray1 (2 / 3/ HCF) Elevating Motor harness is connected properly.</p> </div>	

● **Code : 21-010**

● **Error message** : Paper is empty in MP tray. Load paper

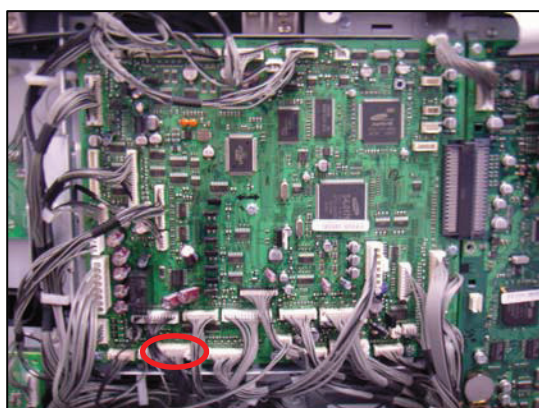
● **Symptom** :

There is the paper in MP tray but error message is displayed.

● **Possible Cause**:

1. MP Paper Empty Sensor harness is not connected properly. .
2. MP Paper Empty Sensor is defective.

● **Troubleshooting method** :



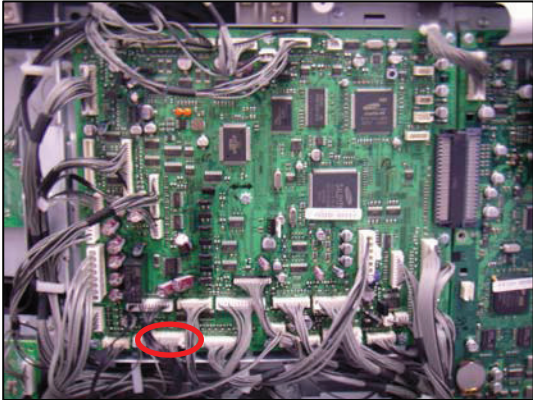
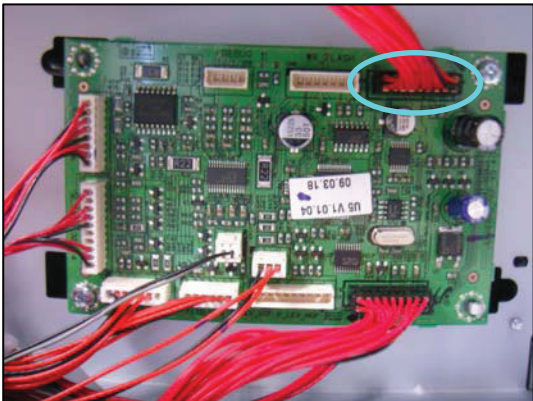
1. Check if the Harness is defective.
Check if the connector is connected properly.

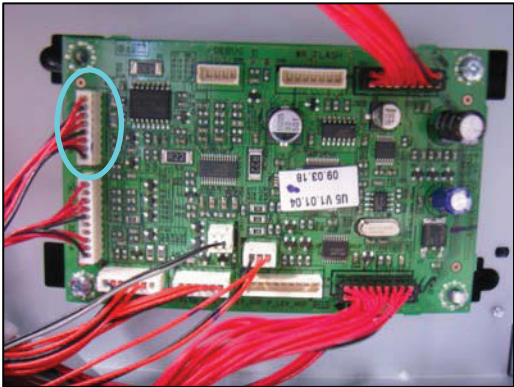

2. Check the following.

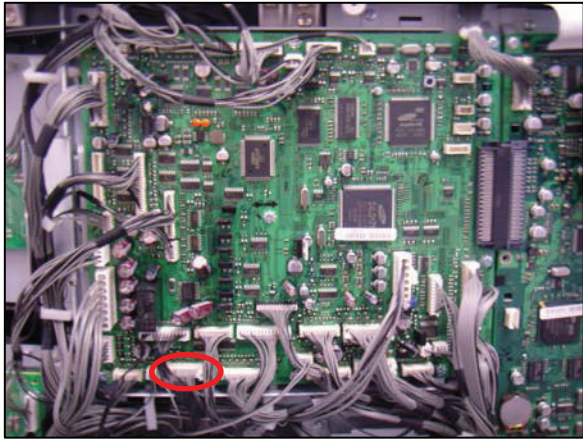

- Check if the MP Paper Empty sensor is assembled properly.
- Check if the MP Paper Empty sensor harness is connected properly.
- Enter the EDC mode. Execute the MP Paper Empty sensor test.

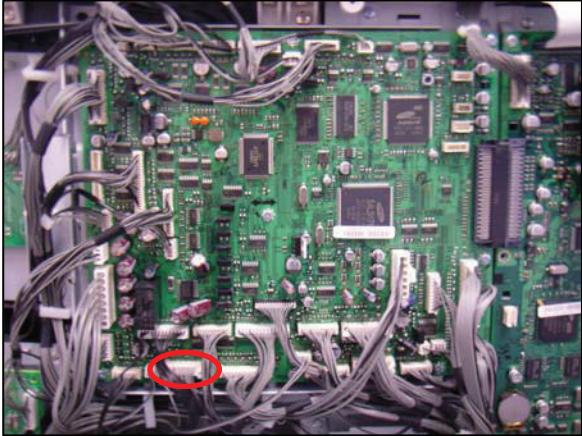
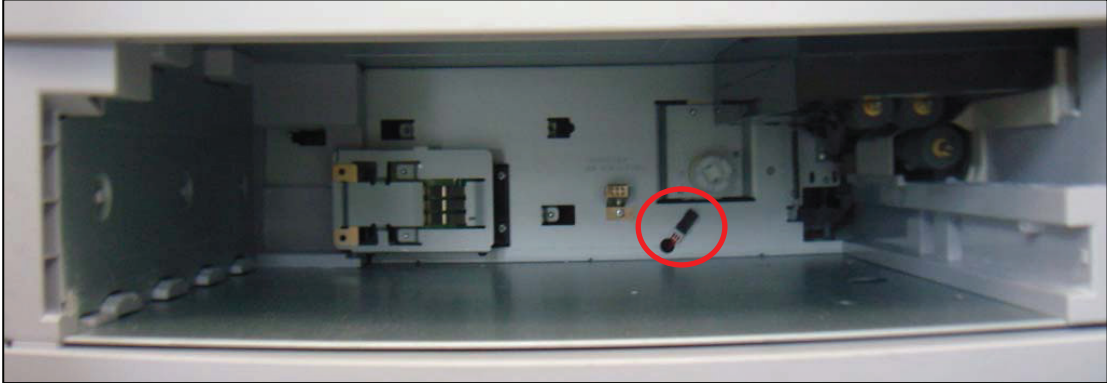
(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → **102-280** → Start → Operation check → Stop)

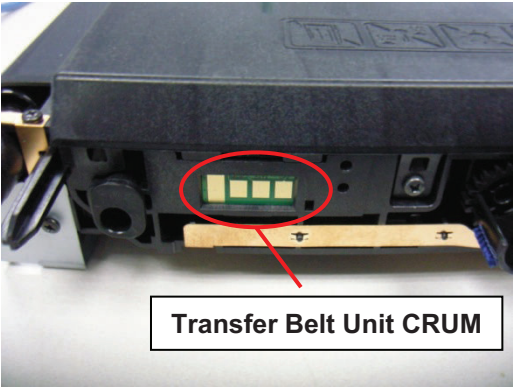
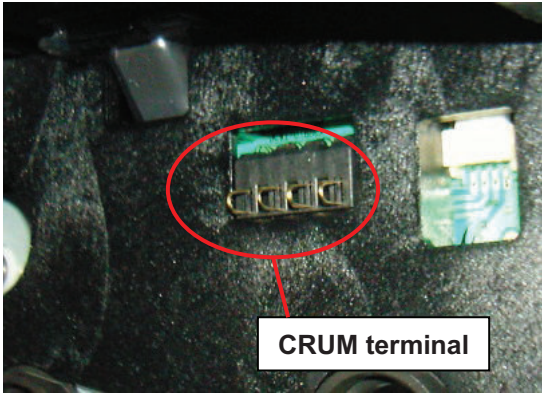
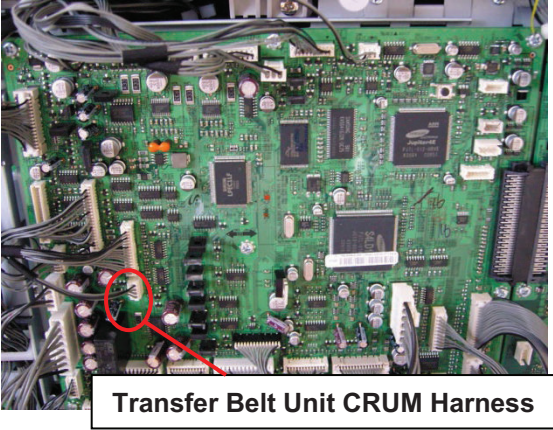


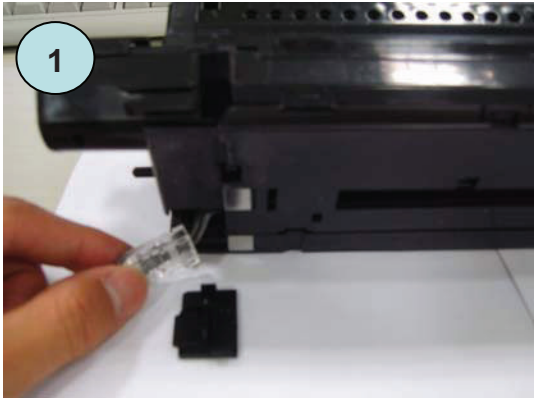

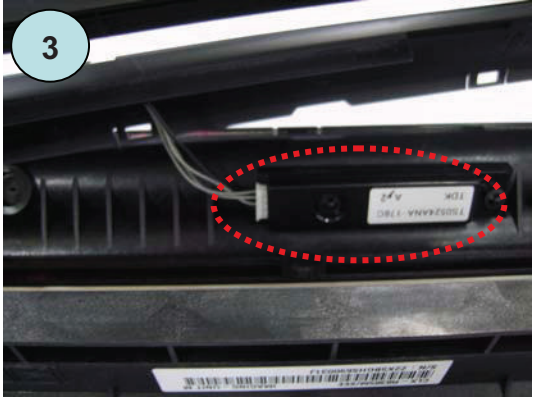
<p>● Code : 21-016 21-024</p>	<p>● Error message : Tray2 is not installed Tray3 is not installed</p>
<p>● Symptom : Tray2 (3 or HCF) is installed but not detected.</p>	
<p>● Possible Cause: IF_Under connector is defective.</p>	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check if the IF_Under connector on the engine board is connected properly.  <ol style="list-style-type: none"> 2. Check if the IF_Under connector on the tray2 (3 or HCF) board is connected properly.  <ol style="list-style-type: none"> 3. Check if the connector between the machine and the tray2 (3 or HCF) is connected properly. 	

<p>● Code : 21-018 21-026</p>	<p>● Error message : Paper is empty in tray2 (or HCF). Load paper Paper is empty in Tray3 Load paper</p>
<p>● Symptom : Paper is loaded in tray2 (or HCF) but error message is displayed. (21-018) Paper is loaded in tray3 but error message is displayed. (21-026)</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. Tray2 (or HCF) paper empty sensor harness is not connected properly. 2. Tray2 (or HCF) paper empty sensor is defective. 	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check if the Harness is defective. Check if the connector is connected properly.  <ol style="list-style-type: none"> 2. Check the following. <ul style="list-style-type: none"> - Check if the tray2 (3/ HCF) paper empty sensor is assembled properly. - Check if the tray2 (3/ HCF) paper empty sensor harness is connected properly. - Enter the EDC mode. Execute tray2 (3/ HCF) paper empty sensor test. (EDC Mode → Test Routines → Copier Engine/DADF Test Routine → 102-080 (102-150) → Start → Operation check → Stop) 	

<p>● Code : 21-019 21-027</p>	<p>● Error message : Tray2(or HCF) cassette is pulled out. Insert it properly Tray3 cassette is pulled out. Insert it properly</p>
<p>● Symptom : Tray2 (or HCF) cassette is inserted in machine but error message is displayed. Tray3 cassette is inserted in machine but error message is displayed.</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. The connector of the Tray2(3/ HCF) Home Position Sensor is not connected properly. 2. Tray2 (3/ HCF) Home Position Sensor is defective. 	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. Check if the Harness is defective. Check if the connector is connected properly.  <ol style="list-style-type: none"> 2. Check the following. <ul style="list-style-type: none"> - Check if the Tray2 (3/ HCF) Home Position Sensor is assembled properly. - Check if the Tray2 (3/ HCF) Home Position Sensor harness is connected properly. - Enter the EDC mode. Execute the Tray2(3/ HCF) Home Position Sensor test. <p>(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → 102-070(102-140) → Start → Operation check → Stop)</p>  	

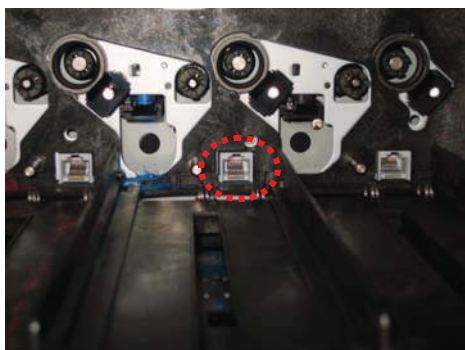
<p>● Code : 21-020 21-028</p>	<p>● Error message : Paper is low in Tray2(or HCF) . Load paper Paper is low in Tray3 . Load paper</p>
<p>● Symptom : There are enough papers in tray2 (or HCF) but error message is displayed. There are enough papers in tray3 but error message is displayed.</p>	
<p>● Possible Cause: 1. Tray2 (3/ HCF) Paper Low Sensor harness is not connected properly. 2. Tray2 (3/ HCF) Paper Low Sensor is defective.</p>	
<p>● Troubleshooting method :</p> <p>1. Check if the Harness is defective. Check if the connector is connected properly.</p>  <p>2. Check the following.</p> <ul style="list-style-type: none"> - Check if the Tray2 (3/ HCF) Paper Low Sensor is assembled properly. - Check if the Tray2 (3/ HCF) Paper Low Sensor harness is connected properly. - Enter the EDC mode. Execute the Tray2 (3/ HCF) Paper Low Sensor test. <p>(EDC Mode → Test Routines → Copier Engine/DADF Test Routine → 102-130(102-200) → Start → Operation check → Stop)</p> 	

<p>● Code : 28-001 28-002 28-003</p>	<p>● Error message : Transfer belt is not installed. Install it. Transfer belt is not compatible for this machine. Check user's guide.</p>
<p>● Symptom : The red LED is turning on and the machine does not operate.</p>	
<p>● Possible Cause: : The transfer belt unit is installed in the machine but the machine could not read information from CRUM. CRUM information is different from machine.</p>	
<p>● Troubleshooting method : 1. Check if the CRUM terminal of the transfer belt unit is contaminated. Clean the contact point.</p>	
 <p>Transfer Belt Unit CRUM</p>	 <p>CRUM terminal</p>
<p>2. Check if the Transfer Belt Unit CRUM Harness is defective and connected on engine board properly.</p>	
 <p>Transfer Belt Unit CRUM Harness</p>	
<p>3. Replace the CRUM to the normal thing and test it. If the CRUM is defective, replace the transfer belt unit.</p>	

<p>● Code :</p> <p>29-000</p> <p>29-001</p> <p>29-002</p> <p>29-003</p>	<p>● Error message</p> <p>29-000 : Density calibration for yellow color is failed. Check its imaging unit</p> <p>29-001 : Density calibration for magenta color is failed. Check its imaging unit</p> <p>29-002 : Density calibration for cyan color is failed. Check its imaging unit</p> <p>29-003 : Density calibration for black color is failed. Check its imaging unit</p>
<p>● Symptom : The toner calibration value of the Imaging Unit is abnormal.</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. The sensitivity value of the toner density sensor is not in normal area. 2. The circuit related to CRUM has some problem. 	
<p>● Troubleshooting method :</p> <p>First, turn the machine off then re-install the imaging unit. Turn the machine on. If the problem persists, check the following.</p> <p>[case1] The sensitivity value of the toner density sensor is not in normal area.</p> <ol style="list-style-type: none"> ① Open and close the side cover (1~2 times) ② If the problem persists, replace the imaging unit. ③ If the problem persists after replacing the imaging unit, check the relative harness and hardware part. <p>[case2] The circuit related to CRUM has some problem.</p> <ol style="list-style-type: none"> ① Check the circuit related to CRUM in the imaging unit. 	
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>1</p>  </div> <div style="text-align: center;"> <p>2</p>  </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%;"> <div style="text-align: center;"> <p>3</p>  </div> </div> <div style="width: 50%;"> <ul style="list-style-type: none"> - Disassemble the CRUM part. - Check if the sensor harness is defective or connector is connected properly. - Replace the imaging unit. </div> </div>	
<p>To be continued on next page...</p>	

● Troubleshooting method :

- ② CRUM Connector in SET/Imaging unit is contaminated or connector pin is broken.

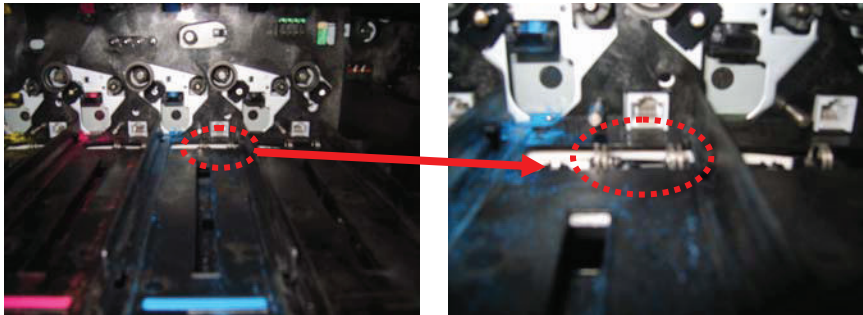

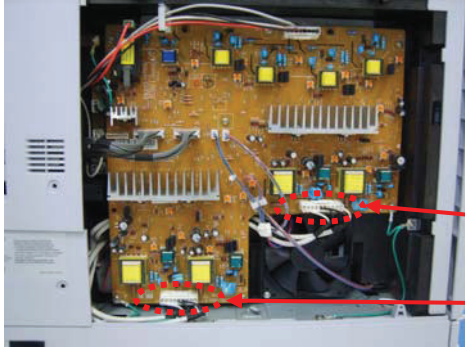




< CRUM Connector in SET >



< Imaging Unit CRUM Connector >

<p>● Code :</p> <p>29-004</p> <p>29-005</p> <p>20-006</p> <p>29-007</p>	<p>● Error message</p> <p>29-004 : Sensor failure: #29-004. Call for service</p> <p>29-005 : Sensor failure: #29-005. Call for service</p> <p>29-006 : Sensor failure: #29-006. Call for service</p> <p>29-007 : Sensor failure: #29-007. Call for service</p>
<p>● Symptom : T/C value keeps constant. (In case of normal status, it is a periodic waveform.)</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. Sensor defect / Sensor assembly defect / Sensor harness defect 2. ADC on the engine board is defective. 	
<p>● Troubleshooting method :</p>	
<p>[case1] Sensor defect / Sensor assembly defect / Sensor harness defect</p>	
<p>① Check the circuit related to CRUM in the imaging unit.</p>	
	
	<ul style="list-style-type: none"> - Disassemble the CRUM part. - Check if the sensor harness is defective or connector is connected properly. - Replace the imaging unit.
<p>② CRUM Connector in SET/Imaging unit is contaminated or connector pin is broken.</p>	
	
<p>< CRUM Connector in SET ></p>	
<p>< Imaging Unit CRUM Connector ></p>	
<p>[case2] ADC on the engine board is defective. → Replace the engine board.</p>	

<p>● Code</p> <p>29-008</p> <p>29-009</p> <p>29-010</p> <p>29-011</p>	<p>● Error message</p> <p>29-008 : Machine cannot read the resistance of yellow imaging unit</p> <p>29-009 : Machine cannot read the resistance of magenta imaging unit</p> <p>29-010 : Machine cannot read the resistance of cyan imaging unit</p> <p>29-011 : Machine cannot read the resistance of black imaging unit</p>
<p>● Symptom :</p> <p>Contact of the OPC unit is abnormal or high voltage part has some problem. So, the resistance of the charge roller can not be read in a normal area.</p>	
<p>● Possible Cause:</p> <ol style="list-style-type: none"> 1. The proper current value is not sensed by a wrong installation of the imaging unit. 2. High voltage has not occurred. 3. The current value is not sensed by a HVPS defect. 	
<p>● Troubleshooting method :</p> <p>[case1] The proper current value is not sensed by a wrong installation of the imaging unit.</p> <div data-bbox="209 869 1075 1518">   </div> <p>Check the high voltage contact between SET and imaging unit.</p> <ol style="list-style-type: none"> ① Take out the imaging unit and check the HV contact in SET. ② Check if the HV contact of the Imaging Unit is contaminated. <p>[case2] High voltage has not occurred.</p> <div data-bbox="209 1608 922 1955">  <div data-bbox="746 1798 922 1933"> <p>MHV_C/K</p> <p>MHV_Y/M</p> </div> </div> <p>Check if the HVPS connector is connected properly.</p> <p>[case3] The current value is not sensed by a HVPS defect. → Replace the HVPS board.</p>	

● Code : 53-000	● Error message : Finisher door is open. Close it
● Symptom : Although the finisher door is closed, the error message will be displayed.	
● Possible Cause : Finisher door switch defect , Finisher Cover flag defect	
<p>● Troubleshooting method :</p> <p>1. Check if the finisher door switch is operated properly.</p>  <p>2. Check if the finisher cover flag is broken.</p>  <p>3. If the problem persists, replace the finisher main board.</p>	

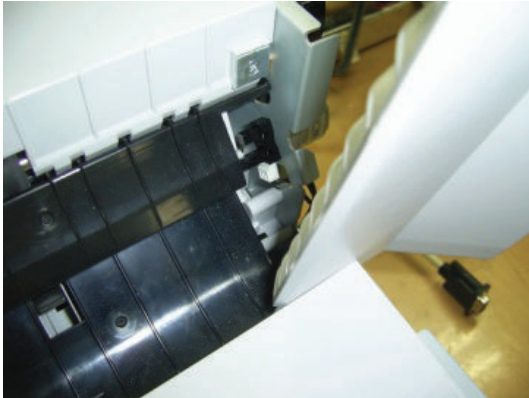
● **Code : 53-001** ● **Error message** : Finisher jam door is open. Close it

● **Symptom** : Although the finisher door is closed, the error message will be displayed.

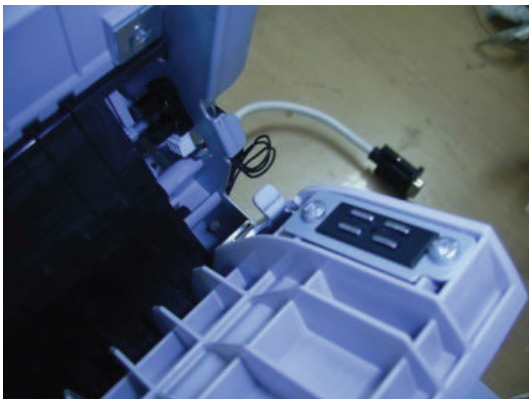
● **Possible Cause**: Finisher jam door sensor defect, Finisher jam door flag defect.

● **Troubleshooting method** :


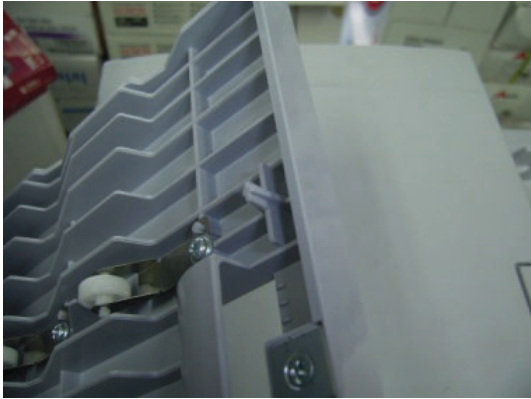
1. Check if the Finisher jam door sensor is operated properly.



2. Check if the Finisher Jam door flag is broken.



3. If the problem persists, replace the finisher main board.

● Code :53-002	● Error message : Mailbox door is open. Close it
● Symptom : Although the mail box door is closed, the error message will be displayed.	
● Possible Cause : Mailbox door switch defect, door flag defect.	
<p>● Troubleshooting method :</p> <p>1. Check if the Mailbox door S/W harness is connected properly.</p>  <p>2. Check if the Mailbox cover flag is broken.</p>  <p>3. If the problem persists, replace the finisher main board.</p>	

● **Code :53-007** ● **Error message** : Paper jam inside mailbox

● **Symptom** : Paper is jamming inside mailbox.

● **Possible Cause:**

Connection error between Finisher and Mailbox, Mailbox Feed motor defect, Gate Motor defect, Finisher Main Board defect

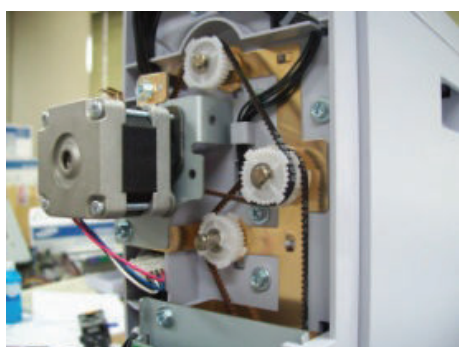
● **Troubleshooting method** :

1. If the connection between Finisher and machine is correct and finisher works properly, follow the next step.

2. Check the connection between finisher and mailbox.



3. Check if the Mailbox Feed Motor is connected and operated properly.



4. Check if the Gate motor of the Mailbox Bin is connected and operated properly.

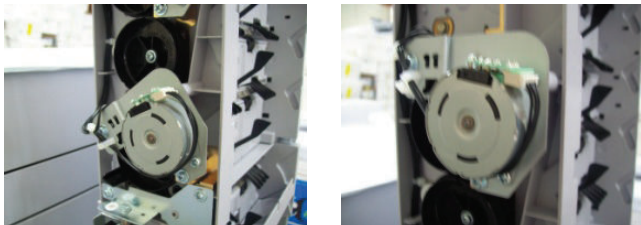
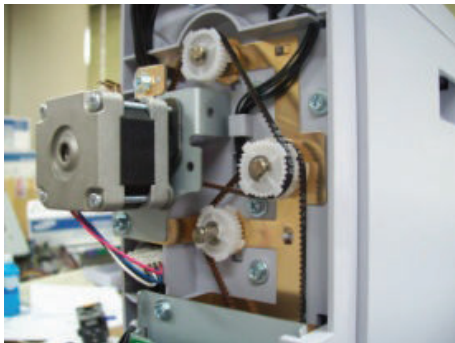


Check if the Gate home sensor is connected and operated properly.







5. Check if the Mailbox Gate is operated properly.



6. If the problem persists, replace the mailbox main board.

● Code :53-008	● Error message : Paper jam at exit of mailbox
● Symptom : Paper is jamming inside mailbox.	
● Possible Cause : Connection error between Finisher and Mailbox, Mailbox Feed motor defect, Gate Motor defect, Finisher Main Board defect	
● Troubleshooting method :	
1. If the connection between Finisher and machine is correct and finisher works properly, follow the next step.	4. Check if the Gate motor of the Mailbox Bin is connected and operated properly. Check if the Gate home sensor is connected and operated properly.
2. Check the connection between finisher and mailbox.	
3. Check if the Mailbox Feed Motor is connected and operated properly.	5. Check if the Mailbox Gate is operated properly.
	
	6. Check if the exit sensor in the Gate is operated properly.
	
	7. If the problem persists, replace the mailbox main board.

● Code : 53-009	● Error message : Too much paper in stacker(1~6). Remove printed paper
● Symptom : There is no paper on Mailbox stacker but the error message is displayed by the full detection sensor defect.	
● Possible Cause : Mailbox empty detection sensor defect, Full detection sensor defect, Finisher Main Board defect.	
<p>● Troubleshooting method :</p> <ol style="list-style-type: none"> 1. If the connection between Finisher and machine is correct and finisher works properly, follow the next step. 2. Check the connection between finisher and mailbox. <div data-bbox="209 792 667 1135" data-label="Image"> </div> 3. Check if the empty detection sensor is connected properly and the actuator is broken. <div data-bbox="209 1200 667 1541" data-label="Image"> </div> 4. Check if the full detection sensor is connected properly and the actuator is broken. <div data-bbox="209 1594 667 1935" data-label="Image"> </div> <div data-bbox="713 1594 1169 1935" data-label="Image"> </div> 5. If the problem persists, replace the mailbox main board. 	

● Code : 53-010 53-011	● Error message : Finisher error: #53-010. Please turn off then on Finisher error: #53-011. Please turn off then on
● Symptom : It is abnormal that paper comes out on Bin 4,5,6. (53-010) It is abnormal that paper comes out on Bin 2,3. (53-011)	
● Possible Cause: Connection error between Finisher and Mailbox, Gate Motor defect, Home sensor defect, Finisher Main Board defect	
● Troubleshooting method : 1. If the connection between Finisher and machine is correct and finisher works properly, follow the next step. 2. Check the connection between finisher and mailbox. <div style="display: flex; justify-content: space-around;">  </div> 3. Check if the Upper Gate Motor (53-010) and Lower Gate Motor (53-011) are connected properly and broken. <div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> < Upper Gate Motor > < Lower Gate Motor > </div> 4. Check if the Upper Gate Home sensor (53-010) and Lower Gate Home sensor (53-011) are connected properly. 5. Check if the Mailbox Gate is operated properly. <div style="display: flex; justify-content: space-around;">  </div> 6. If the problem persists, replace the mailbox main board.	